

CONTINUOUS QUALITY IMPROVEMENT (CQI)



Child Protection & Safety

Our Vision: Children are safe and healthy and have strong, permanent connections to their families.

Our Commitments:

1. Children are our #1 priority
2. We respect and value parents and families
3. We value partnerships
4. We are child welfare professionals

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Nebraska Federal Indicators Matrix

May 2014

 Department of Health & Human Services DHHS NEBRASKA	Absence of Maltreatment Recurrence	Absence of Maltreatment in Foster Care	Timeliness and Permanency of Reunification	Timeliness of Adoption	Permanency for Children in Foster Care	Placement Stability
Federal Target:	94.60%	99.68%	122.6	106.4	127.7	101.5
Eastern	97.3%	99.37%	117.8	132.6	151.0	104.1
Southeast	97.2%	99.94%	126.9	137.9	155.9	100.3
Central	95.1%	100.00%	112.8	114.7	159.5	102.0
Northern	96.1%	99.88%	119.1	126.9	158.7	110.2
Western	96.0%	99.83%	111.6	141.0	145.8	101.7
State	96.6%	99.70%	118.5	127.7	154.4	103.0

* This chart was added to the CQI document in June 2014

 = Passing the Federal Indicator
 = Not Passing the Federal Indicator

CHAPTER 1: PREVENTION AND EARLY INTERVENTION

OUTCOME STATEMENT: CHILDREN AND FAMILY WILL HAVE TIMELY ACCESS TO THE SERVICES AND SUPPORT THEY NEED.

Goal Statement: Build infrastructure to support at-risk families;

- Primary Prevention – Targeted to general population, aimed at educating the public about child abuse and neglect, with the goal of stopping abuse before it happens.
- Secondary Prevention – Targeted to individual or families in which maltreatment is more likely
- Tertiary Prevention – Targeted toward families in which abuse has already occurred

Safely Decrease the Number of State Wards

Strengths/Opportunities:

May 2014: Reduction of 1,551 wards since March 2012.

Barriers:

Action Items:

*Completed:

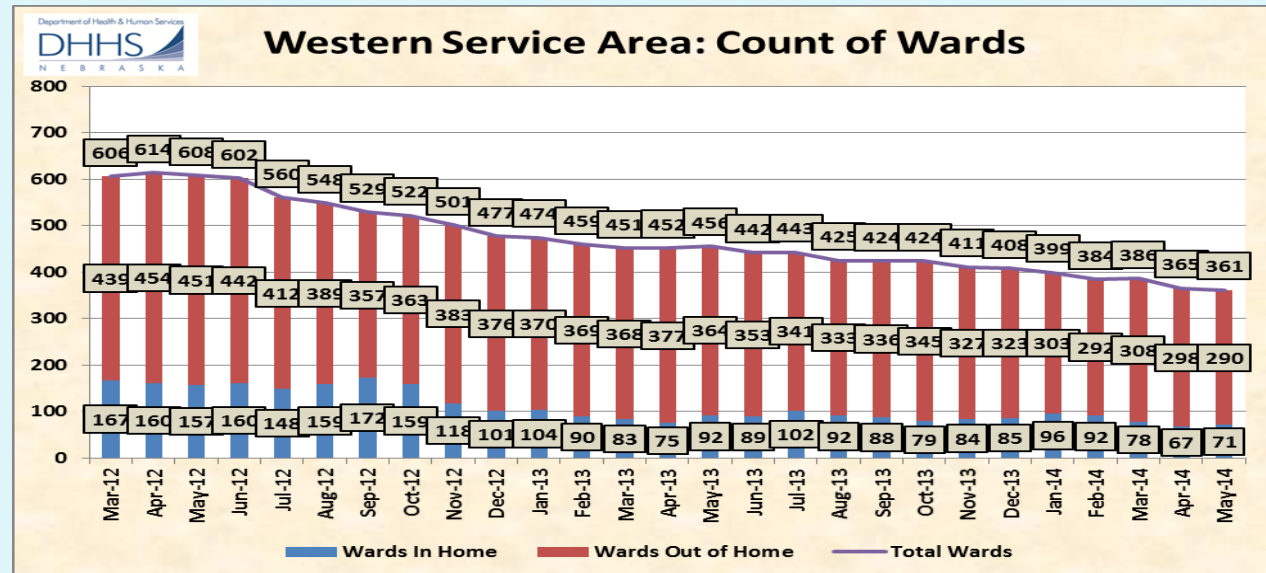
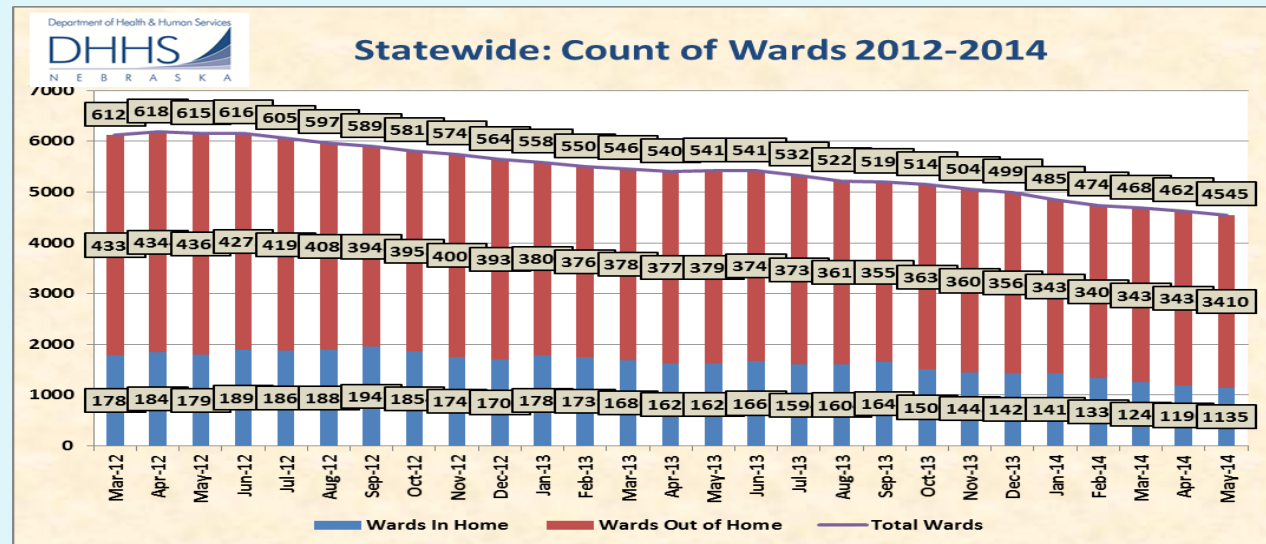
- 40 Day Focus Initiatives
 - A.) All wards living at home 60 days or more. 421 wards achieved permanency as a result of this initiative.
 - B.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
 - C.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

*Planned:

CQI Team Priority:

* Statewide

OUTCOME STATEMENT: Children and Family Will Have Timely Access to the Services and Support They Need



*LB 961 directs DHHS to realign the Western, Central, and Northern Service Areas to be coterminous with the District Court judicial districts. The baseline data from July 2, 2012 reflects this geographical change.

Data Review Frequency: Quarterly

Safely Decrease the Number of State Wards

Strengths/Opportunities:

Barriers:

Action Items:

**Completed:*

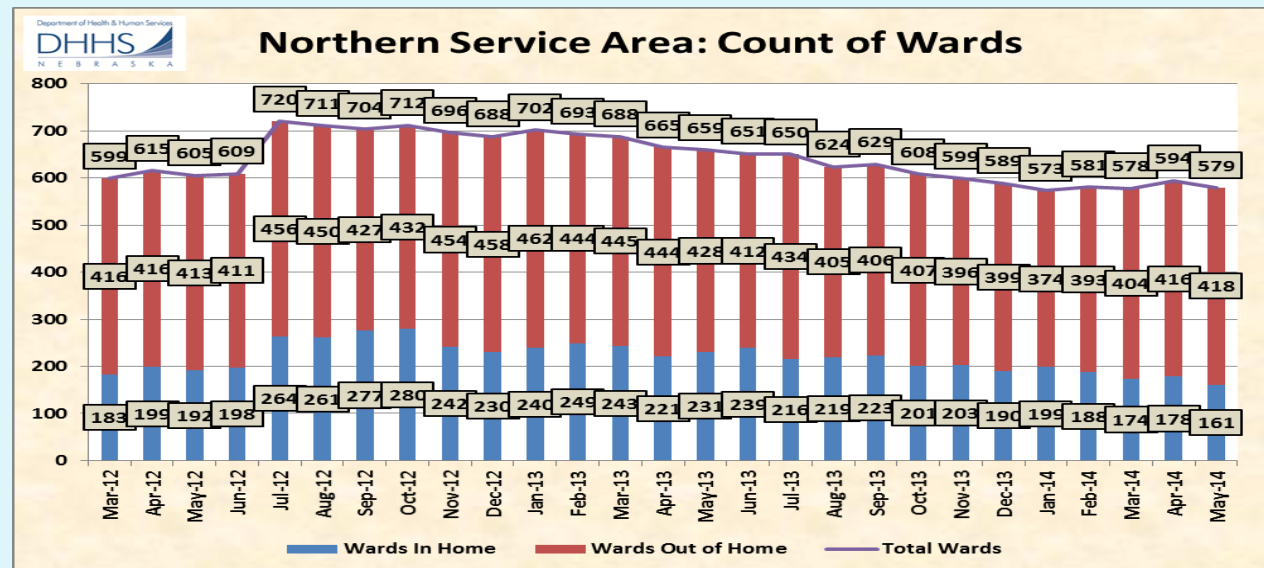
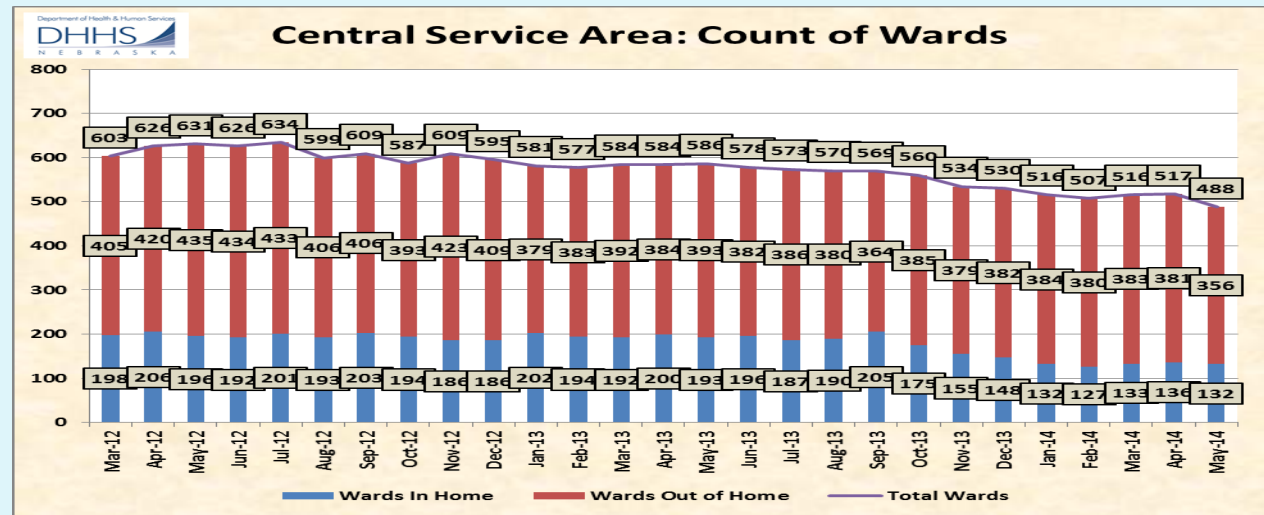
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Data Review Frequency: Quarterly

Safely Decrease the Number of State Wards

Strengths/Opportunities:

Barriers:

Action Items:

**Completed:*

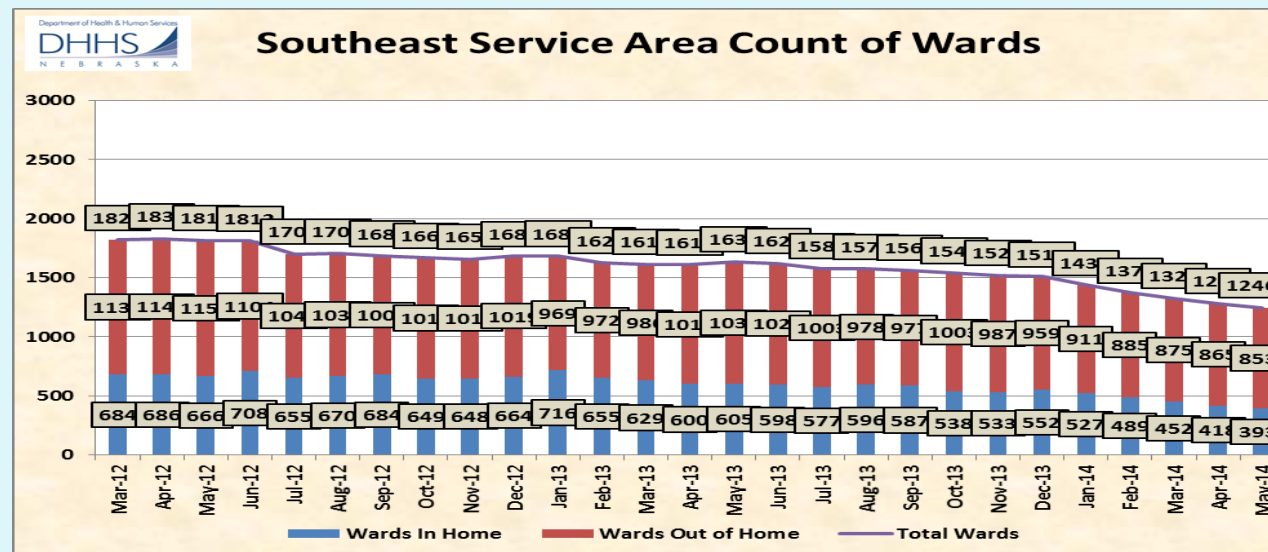
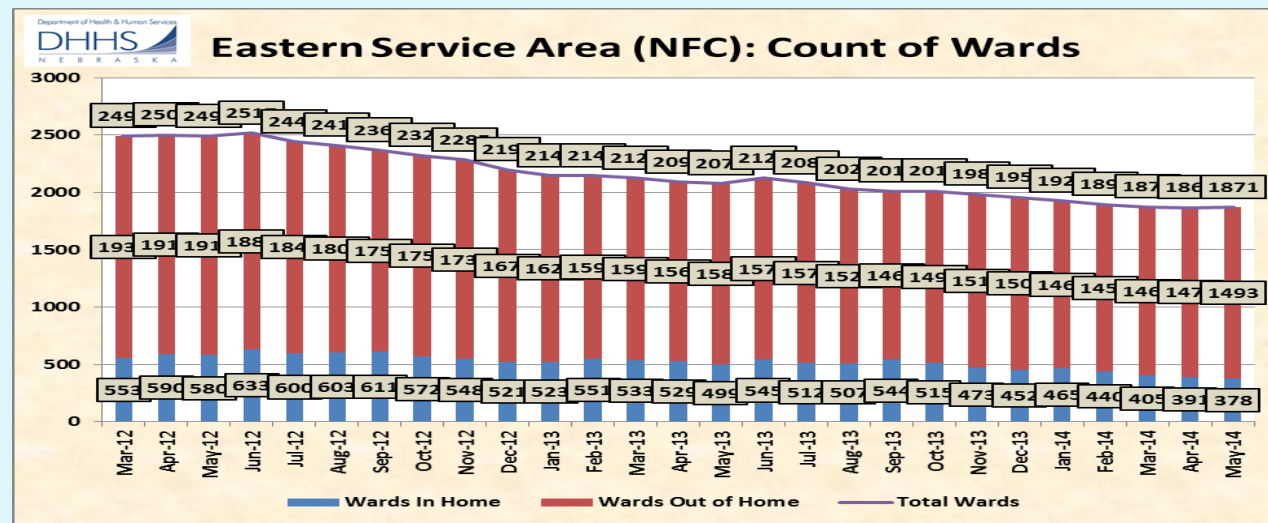
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**Planned:*

CQI Team Priority:

* Statewide

OUTCOME STATEMENT: Children and Family Will Have Timely Access to the Services and Support They Need



Data Review Frequency: Quarterly

*LB 961 directs DHHS to realign the Western, Central, and Northern Service Areas to be coterminous with the District Court judicial districts. The baseline data from July 2, 2012 reflects this geographical change.

Safely Decrease the Number of State Wards

Strengths/Opportunities:

NSA continues to have fewer wards per 1,000 than what is expected compared to the national average of 5.2/1,000.

Barriers:

Action Items:

**Completed:*

- 40 Day Focus Initiatives
 - A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
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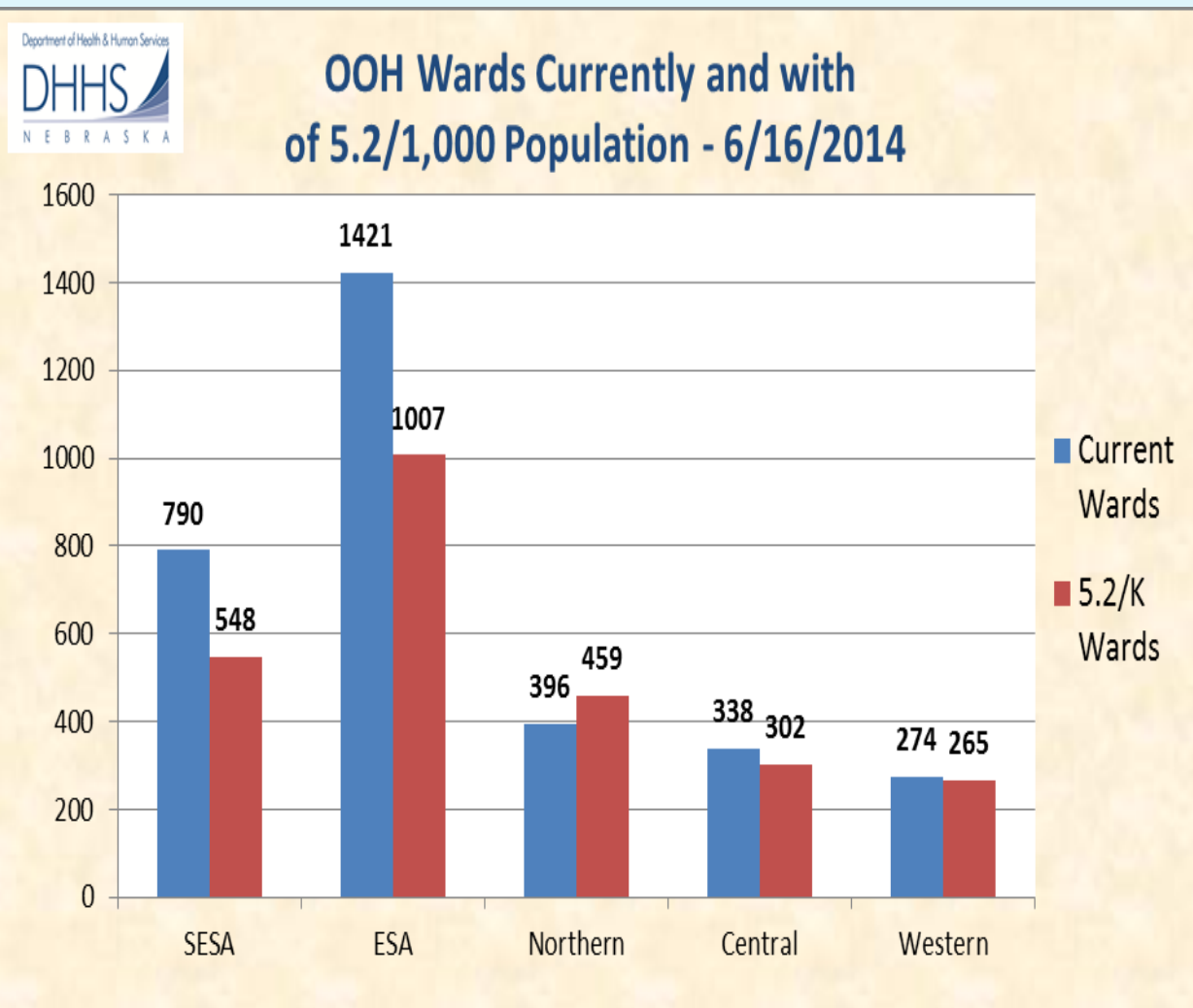
**Planned:*

CQI Team Priority:

* Statewide

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children and Family Will Have Timely Access to the Services and Support They Need



Data Source: Point in time report 6/16/2014. Out of Home Court wards using 2012 Claritas youth population < 19 yrs. of age.

Note: Count by County Report is now available.

Safely Decrease the Number of State Wards

Strengths/Opportunities:

May 2014: Increase in number for ESA. NSA remained the same. Decrease in SESA, WSA and CSA.

Barriers:

Action Items:

**Completed:*

- 40 Day Focus Initiatives
 - A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
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**Planned:*

CQI Team Priority:

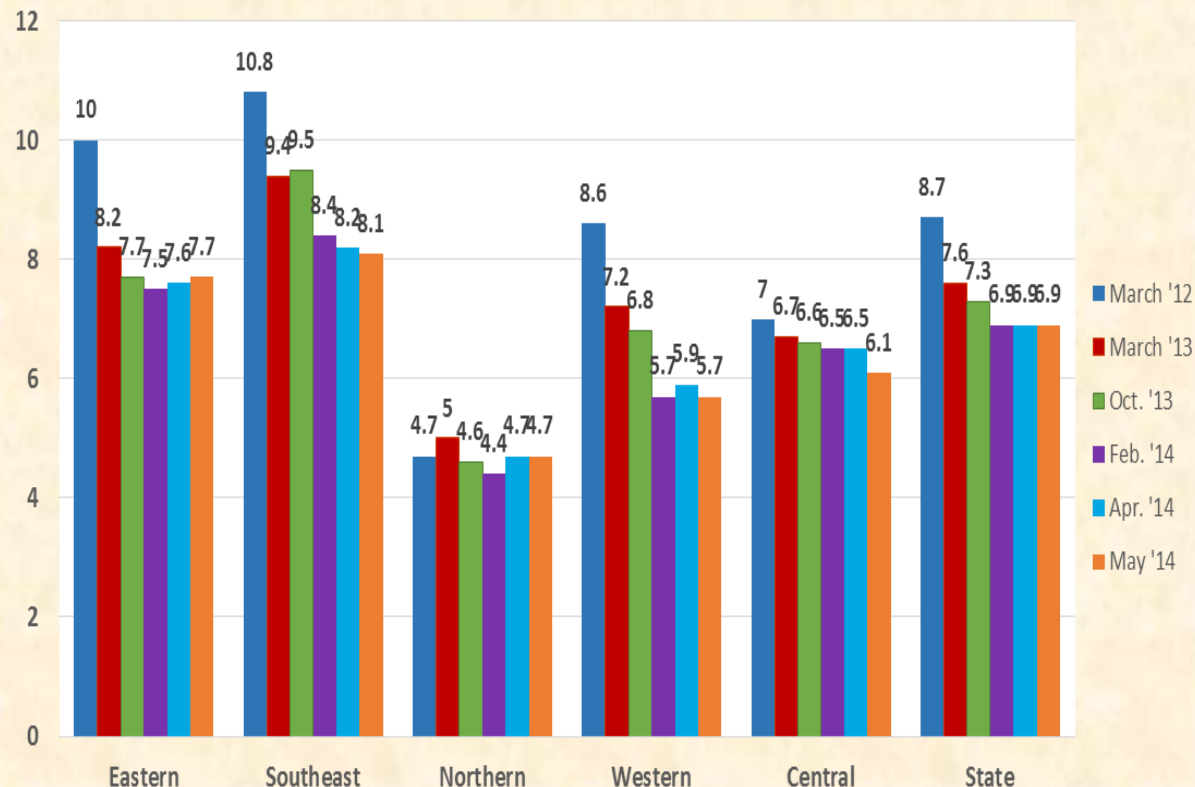
* Statewide

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children and Family Will Have Timely Access to the Services and Support They Need



OOH Wards per 1000 population by Service Area. March 2012 - May 2014



Data Source: Point in time report 3/18/2013. Out of Home Court wards using 2012 Claritas youth population < 19 yrs. of age.

Note: Count by County Report is now available.

Safely Decrease the Number of State Wards

Strengths/Opportunities:

Lower number of entries than exits.

LB-561 Became effective Oct 1, 2013.
This results in youth being cared for by probation rather than CFS

Barriers:

Action Items:

**Completed:*

- 40 Day Focus Initiatives
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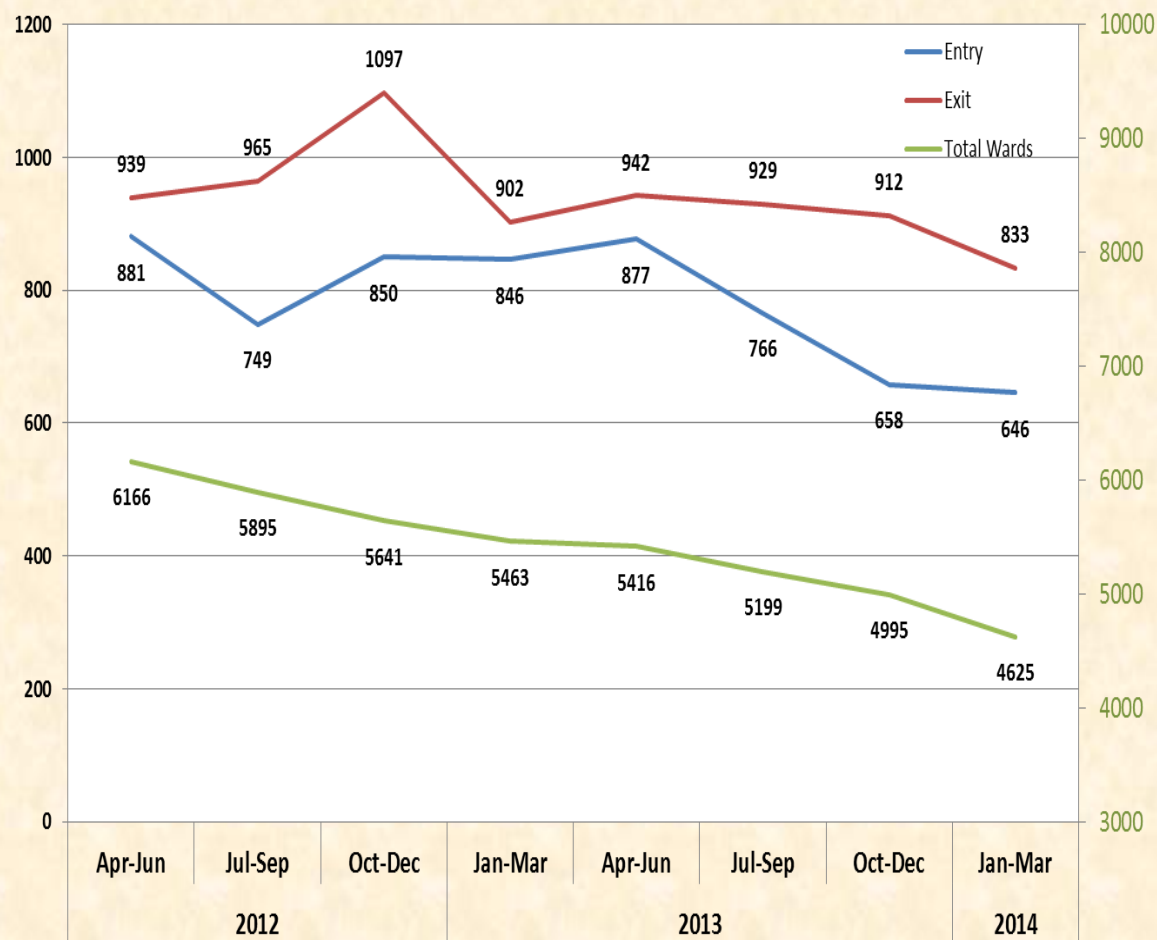
CQI Team Priority:

* Statewide

OUTCOME STATEMENT: Children and Family Will Have Timely Access to the Services and Support They Need



Point in Time State Ward Count with State Ward Entries and Exits



Data Review Frequency: Quarterly

Safely Decrease the Number of State Wards

Strengths/Opportunities:

Entry numbers continue to be lower than exit numbers.

Barriers:

Action Items:

**Completed:*

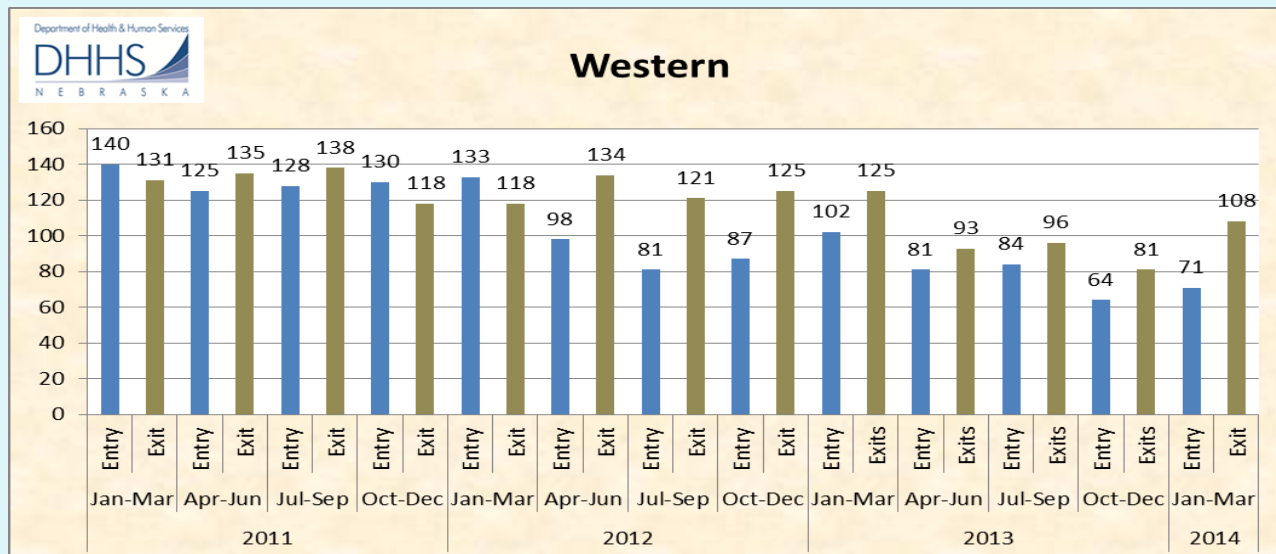
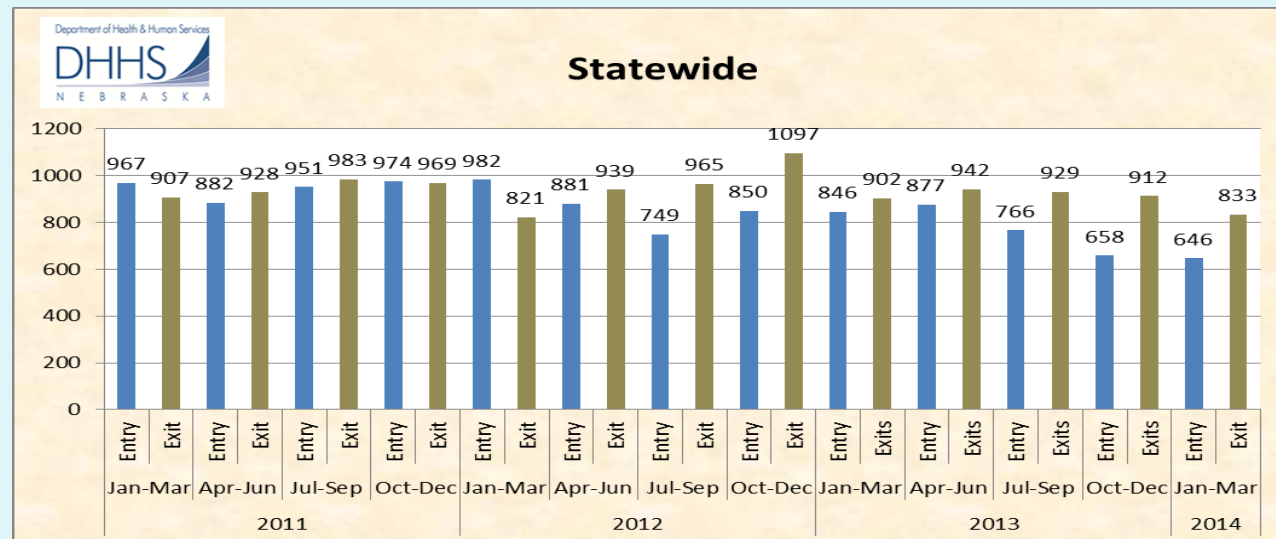
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**Planned:*

CQI Team Priority:

* Statewide

OUTCOME STATEMENT: Children and Family Will Have Timely Access to the Services and Support They Need

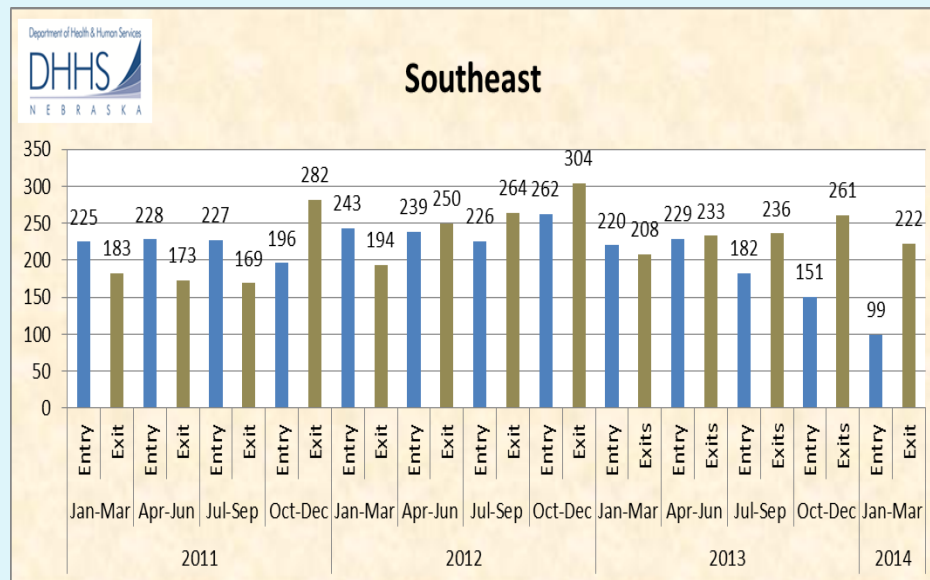
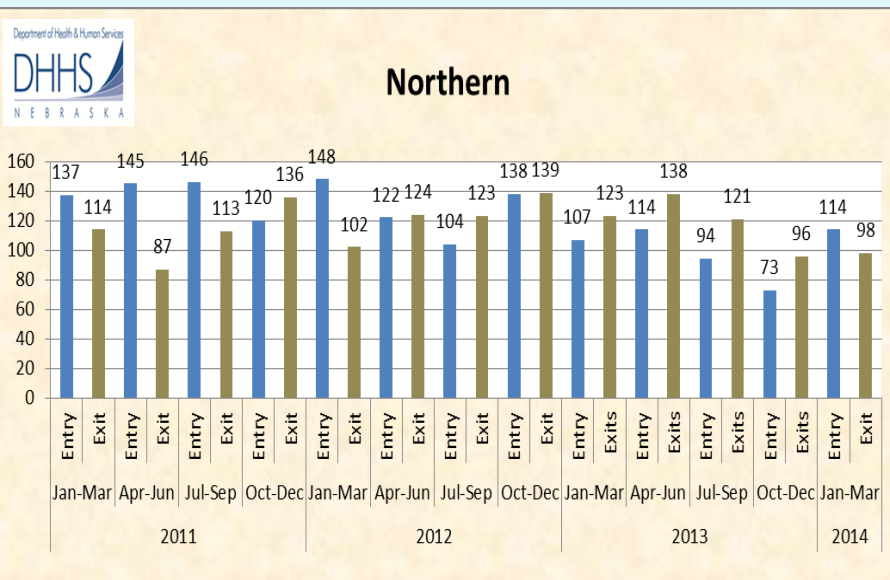
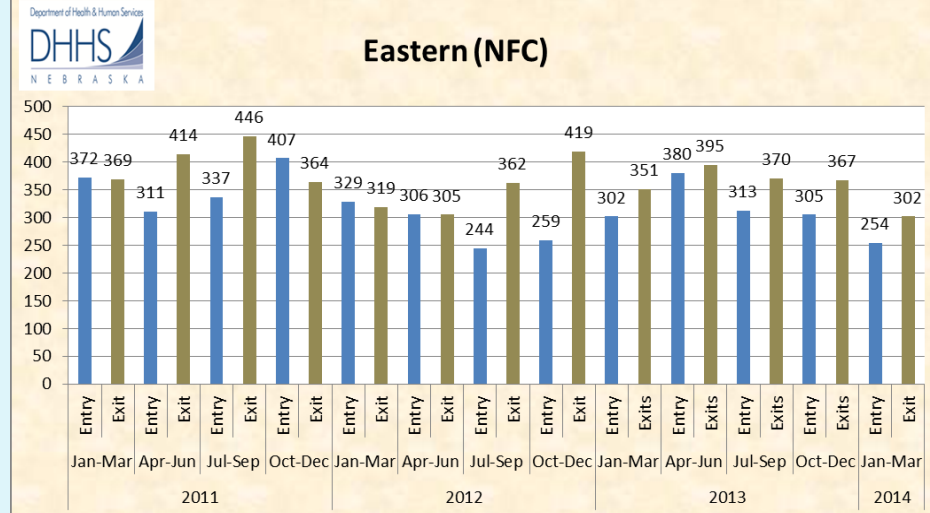
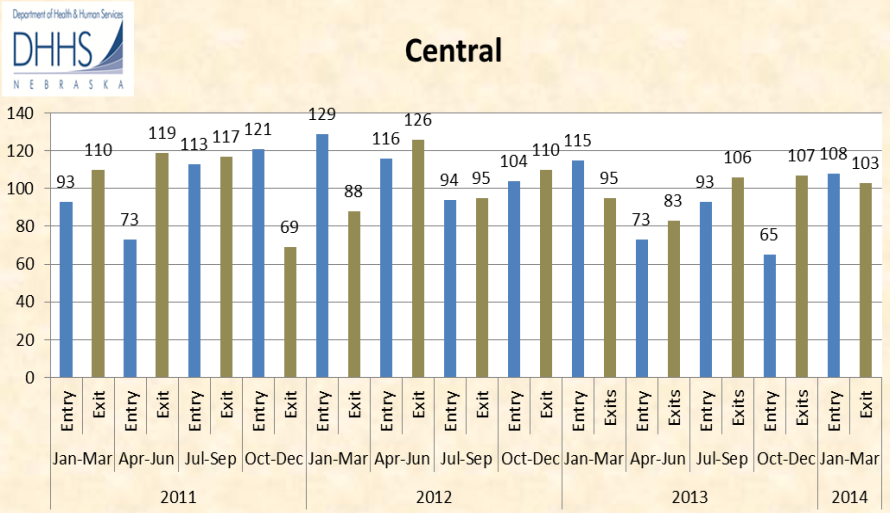


N-Focus Legal Status field. An entry occurs when a child is made a state ward. An exit occurs when the Legal Status changes to non-ward - not when it is entered into NFocus. Entries include youth that go from non-court to court. Counts based on date of action, not entry date into NFocus

Data Review Frequency: Quarterly

Safely Decrease the Number of State Wards

OUTCOME STATEMENT: Children and Family Will Have Timely Access to the Services and Support They Need

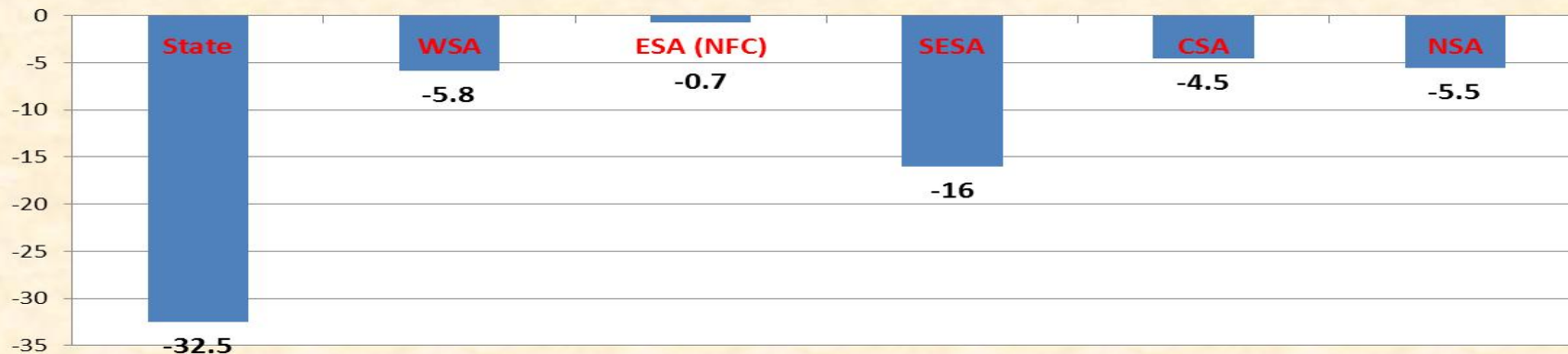


Safely Decrease the Number of State Wards

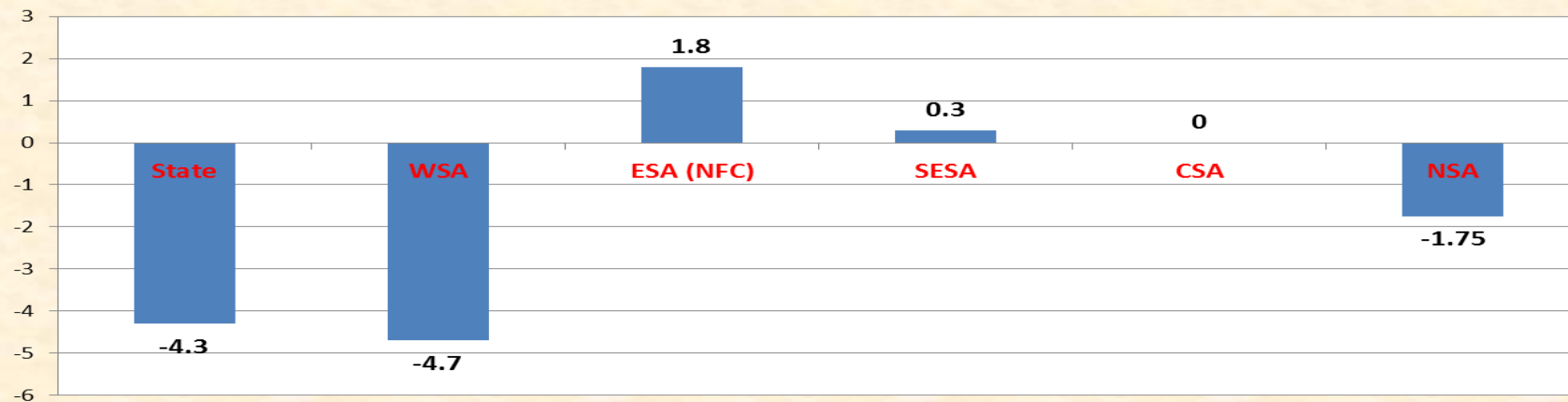
OUTCOME STATEMENT: Children and Family Will Have Timely Access to the Services and Support They Need



Regression Slope of Court Entries Jan. 2012 - Mar. 2014



Regression Slope of Exits Dec. 2012 - Mar. 2014



CHAPTER 2: SAFETY

OUTCOME STATEMENT: CHILDREN INVOLVED IN THE CHILD PROTECTION SYSTEM ARE SAFE

Goal Statement: CFS will have a timely response to reports of child abuse and neglect reports and conduct quality safety and risk assessments.

Intake Calls/Responses

Strengths/Opportunities:

May 2014: 89% of all calls to the hotline were answered within 18 seconds. 5% of the calls went to voicemail and were returned within 1 hour.

Barriers:

Action Items:

**Completed:*

**Planned:*

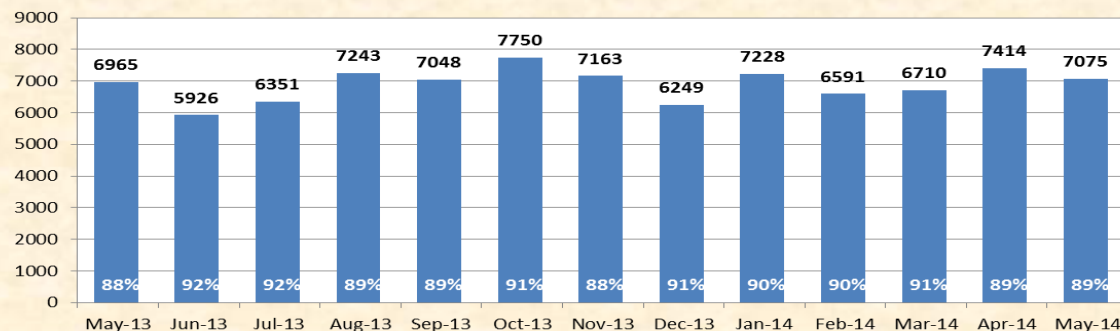
- Hotline Administrator will conduct training for stakeholders on how intake decisions are made.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe

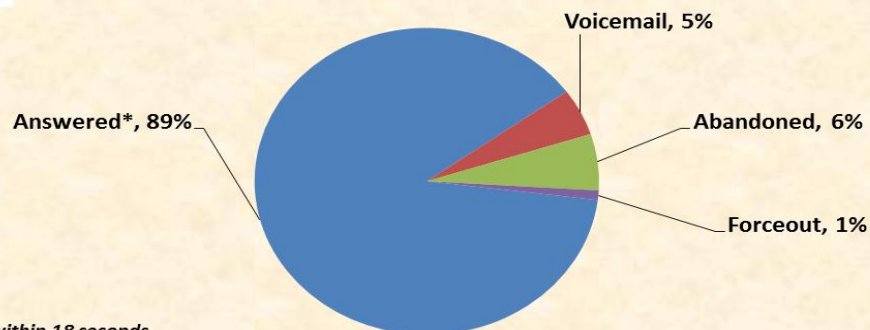


Hotline Calls Received & Percentage Answered by Month (2013 -2014)



May 2014 Call Breakout

Total Calls = 7075



* Calls answered within 18 seconds

Definitions:

* Abandoned-call comes in and is not answered due to something in the ACD system which caused a reason for a disconnect or caller hung up.

* Forceout-call comes in and call was sent to worker and worker did not answer -(maybe due to...forgot to log off while faxing)

* Voicemail-calls unanswered that go to voicemail. The goal is to return the call within 1 hour. Case Aides track when the message came in and when the call is returned.

Intake Quality Measures

Strengths/Opportunities:

May 2014: Increase in 2 of the 4 quality measures this month. 100% achievement for CFSS taking action to address immediate safety concerns.

Barriers:

Action Items:

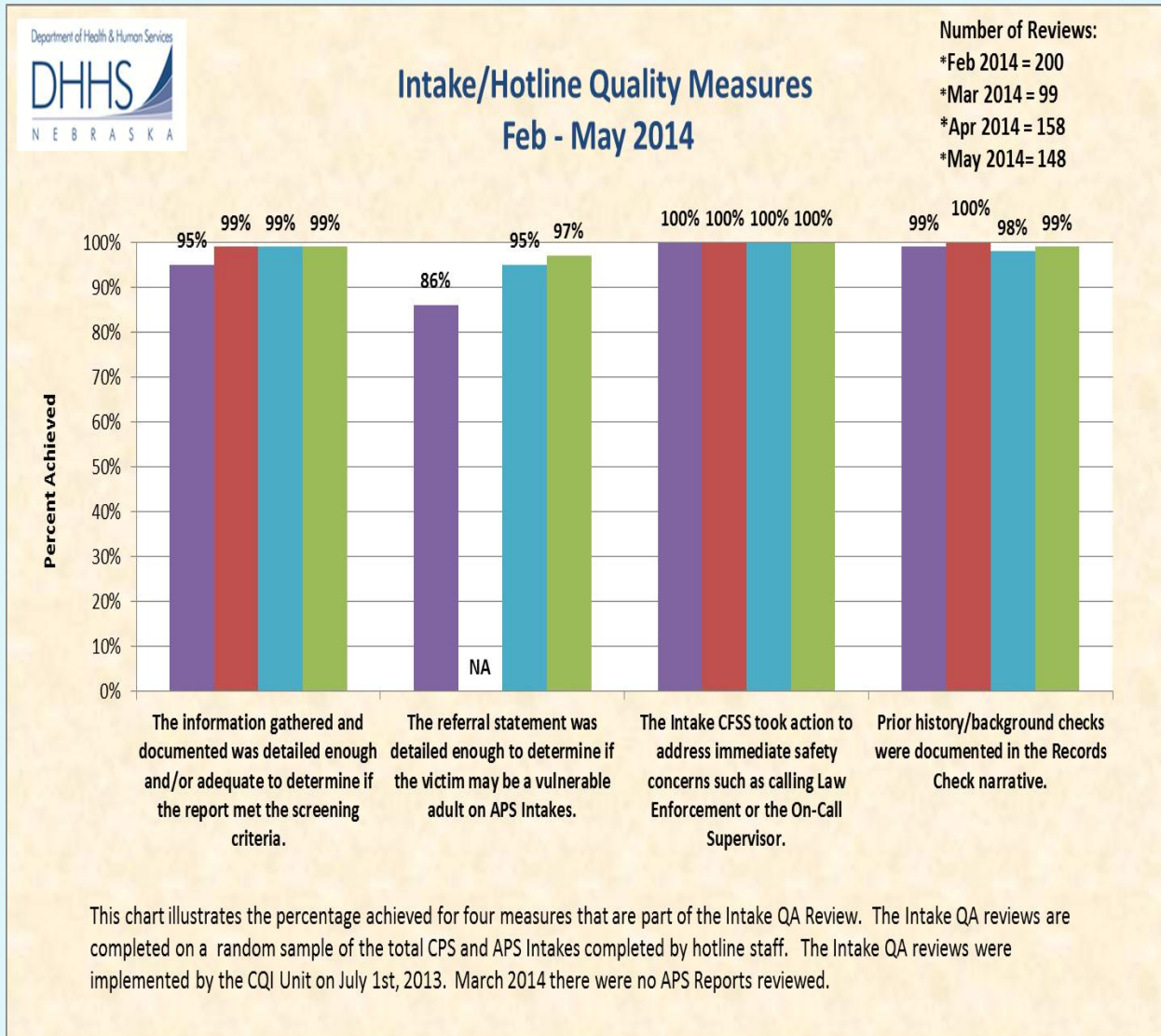
**Completed:*

- Intake QA Unit Reviews were implemented by CQI unit in July 2013. QA feedback is sent via email to the Hotline Supervisor and Worker. QA Results are discussed during Intake Monthly Meetings and System Team Calls and strategies are developed to address areas needing improvement.

**Planned:*

- A satisfaction Survey will be implemented in 2014.

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



Absence of Maltreatment in Six Months

Strengths/Opportunities:

May 2014: **State performance continues to exceed the target goal.** All Service Areas are meeting the measure at this time.

Barriers:

-Duplicate Reports for the same incidents are creating instances of repeat maltreatment.

Action Items:

*Completed:

-Policy changes were implemented in October 2012 to eliminate duplicate reports/substantiation of intakes that are received within 6 months for the same allegations.

-CQI team will complete additional breakdown of repeat maltreatment data to help the team identify areas needing improvement.

*Planned:

- A workgroup will convene to look at reason for case involvement and put instructions together on how to document reason for case involvement to better capture information about substance abuse and other reasons for case opening/involvement.

CQI Team Priority:

*Statewide External Stakeholder Team

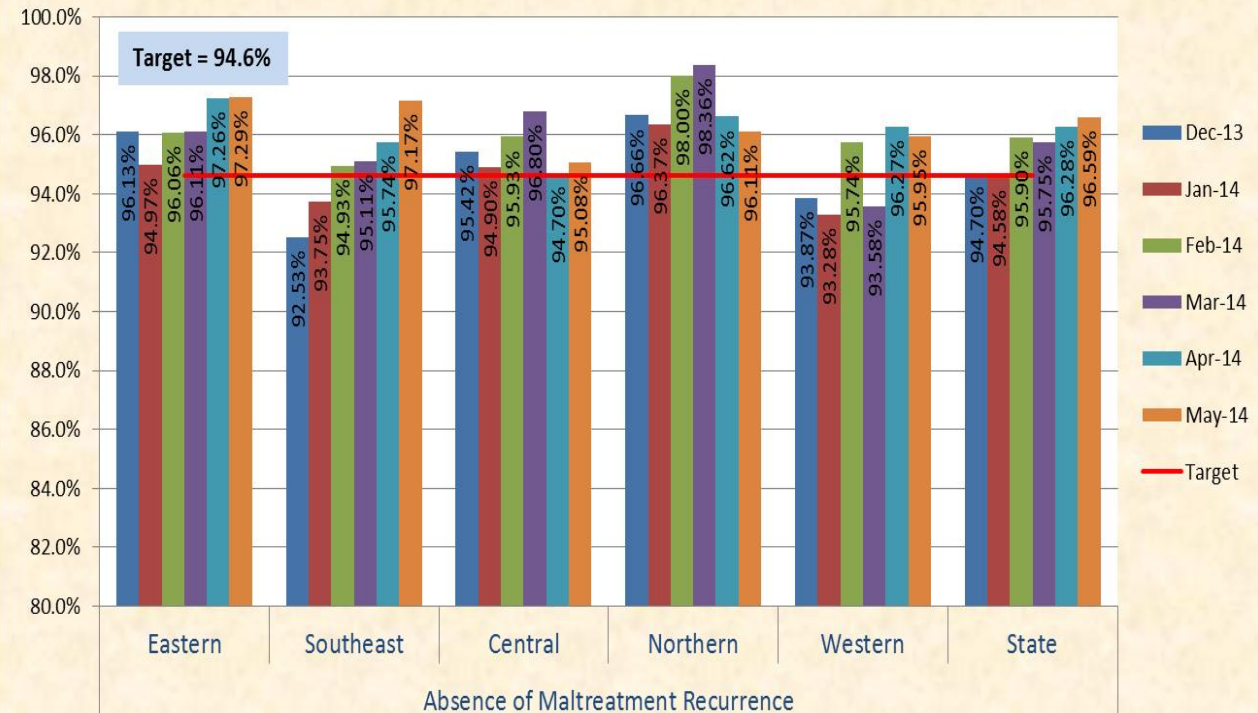
*Western and Southeast Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



Absence of Maltreatment Recurrence - COMPASS Measures



This is Federal Measure that reports on a rolling 12 month period. Data Source: N-FOCUS COMPASS-State wards. The children included in this report were victims of abuse or neglect during the first six months of the 12 month period. If the child was a victim of a subsequent abuse or neglect incident within 6 months of the first incident of abuse or neglect they appear on this report. Victims are defined as children where the court or DHHS has substantiated the allegations of abuse or neglect.

Data Review Frequency: Quarterly (March, June, September, December)

IA – Investigation Timeframes

Strengths/Opportunities:

June 2014: Central Service Area saw an increase but still has the lowest number (51) of Initial Assessments Not Finalized that were due between Jan 2012 – June 2014. Eastern Service Area has the highest number of assessments Not Finalized (316) during this same period. Sharp increase in number for ESA. **On 6/17/14 there were 753 Initial Assessments that were not finalized for the entire State for this same period.**

Action Items:

*Completed:

- Direction was given to hotline staff to restart N-Focus at midnight in order to reset the clock used to calculate timeframes.

-4/30/13 Doug Beran emailed document to all CFS Admin/Supervisors providing guidance accessing the report to identify items not tied. Not tied includes instances where the ARP ID on Assessment does not match ARP ID on Intake.

-Reminders and Directions were given to IA staff regarding the following:

* P1 time is based on 24 hours from the time the call was received by the hotline, so 8:00 am means we must respond by 8:00 am the following day.

* When a meeting occurs prior to the hotline received date, the worker should either notify the hotline that the received date was in the past review the SDM report and set the received date to the proper date.

-Quick tip video instructions are now available with information on how to use weekly InfoView reports to identify intakes not tied etc.

-IA Case Management Due date report is now available and includes all IA related timeframes.

-Systems Team/S.Haber will make a decision regarding instances when a risk assessment should not be completed.

*Planned:

-Systems Team/S.Haber will discuss and make a decision about IA completion timeframes.

CQI Team Priority:

- Statewide
- Western Service Area

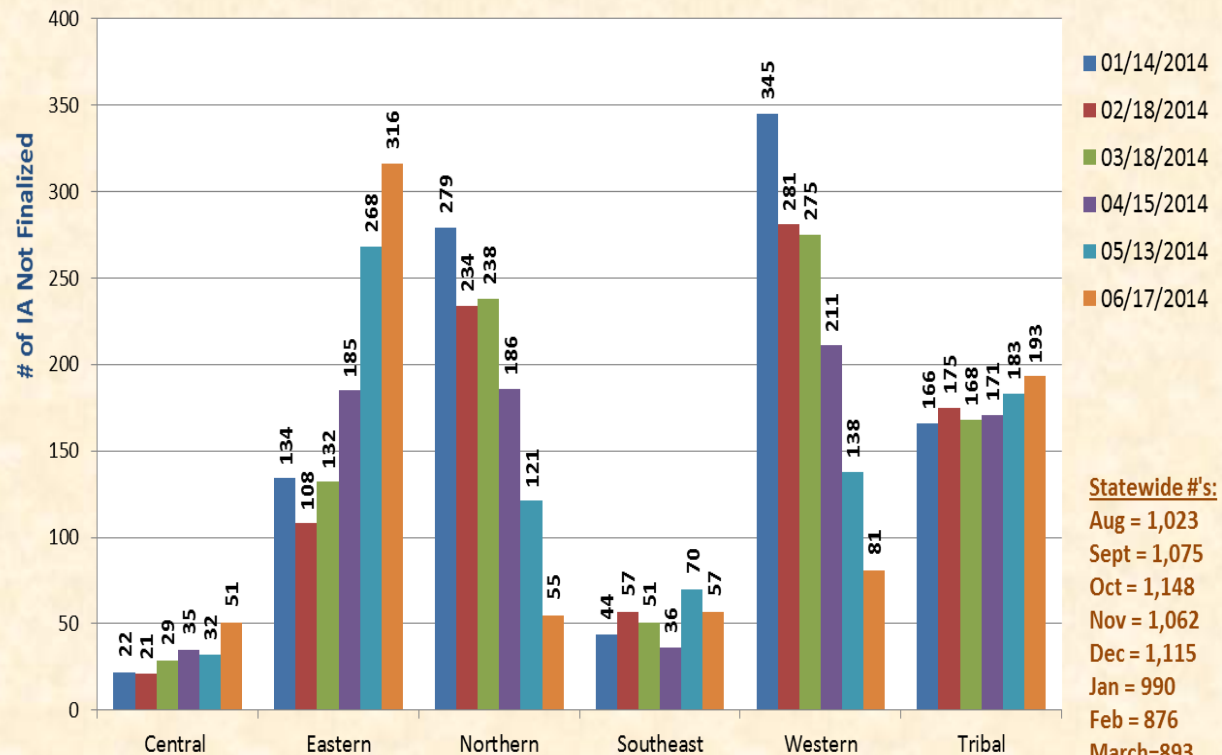
***Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.**

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



Initial Assessments - NOT FINALIZED (2012-2014)

* Initial Assessments that are not finalized past 30 days from the intake closure date.
as of June 17, 2014



Statewide #'s:

Aug = 1,023
Sept = 1,075
Oct = 1,148
Nov = 1,062
Dec = 1,115
Jan = 990
Feb = 876
March = 893
April = 824
May = 812
June = 753

This chart illustrates cases that are not finalized due to one or more of the following reasons: Safety assessment not tied to the intake, Risk assessment is not in final status, and/or Finding has not been entered.

IA – Contact Timeframes

Strengths/Opportunities:

May 2014: Decrease in P1, P2 & P3. The most common reason for missed contacts is due to No SDM Found.

Note: Intakes accepted for APSS or OH investigations were included in this measure for the first time in November 2013.

Barriers:

- Intakes not tied to Assessments
- ARP ID # errors

Action Items:

*Completed:

- Direction was given to hotline staff to restart N-Focus at midnight in order to reset the clock used to calculate timeframes.
- 4/30/13 Doug Beran emailed document to all CFS Admin/Supervisors providing guidance accessing the report to identify items not tied. Not tied includes instances where the ARP ID on Assessment does not match ARP ID on Intake.
- Reminders and Directions were given to IA staff regarding the following:

* P1 time is based on 24 hours from the time the call is closed by the hotline, so 8:00 am means we must respond by 8:00 am the following day.

* When a meeting occurs prior to the hotline received date, the worker should either notify the hotline that the received date was in the past review the SDM report and set the received date to the proper date

* Quick Tip Captivate Video was produced with instructions on how to access reports on InfoView and specifically how to use weekly Intake and SDM Reports.

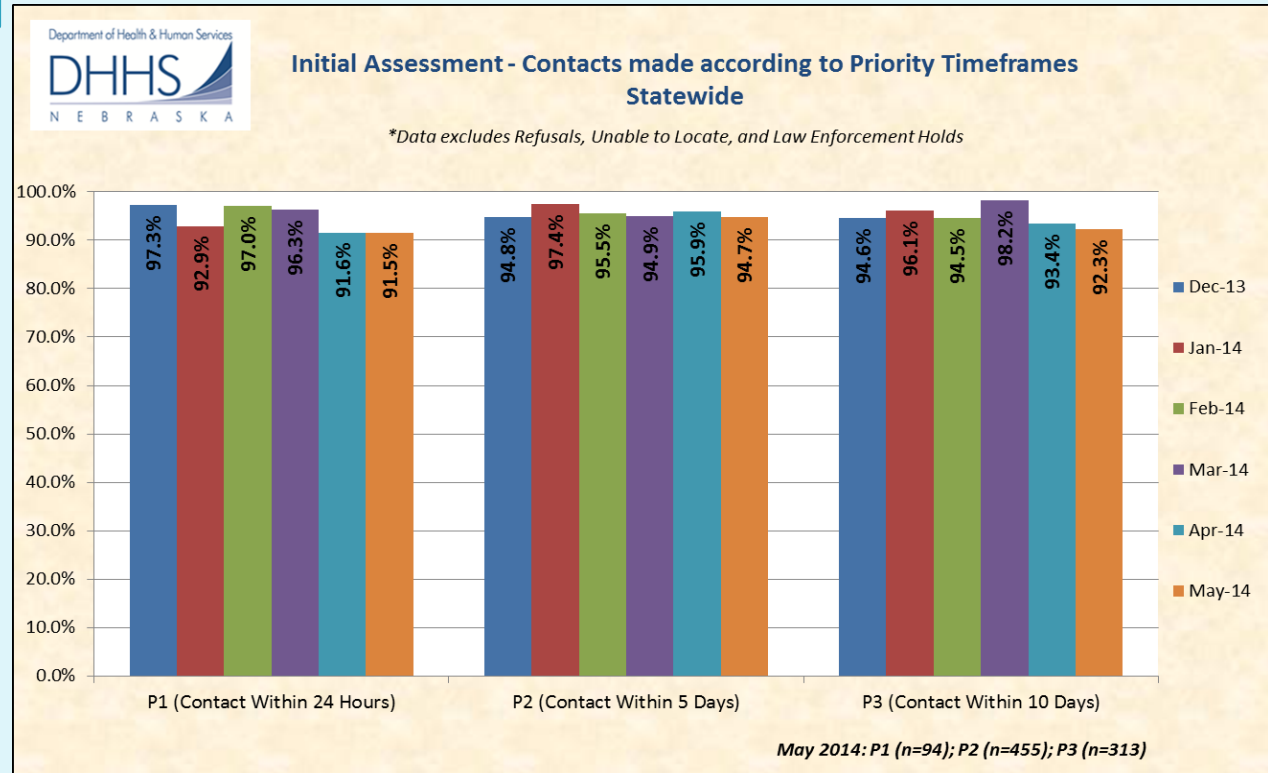
*Planned:

- CQI Team Priority:

- Statewide
- Western Service Area

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



Count Missed by Admin	
Tribal	11
Schiermeister	3
Bro	12
Zimmerman	7
Baker	4
Jelinek	6
Crankshaw	2
Spilde	1
Stolz	1
Unknown Central	2
Duncan	2
Potterf	1
Runge	1
Steuter	3
Total	56

Reason for Missed Contacts	
Not Tied - No SDM Found	20
Not Timely	17
Contact Date Prior Intake Date	1
No Victim in the Intake/Assessment	3
No Contact Documented	9
No exception narrative	1
Accepted for OHA-No Assessment	3
Duplicate ARP	2
Total	56

Data Review Frequency: Monthly

Note: Intakes accepted for APSS or OH investigations were included in this measure for the first time in November 2013.

IA – Contact Timeframes

Strengths/Opportunities:

May 2014: NSA and WSA achieved 100% for P1 Contacts.

NSA have achieved 100% in P1 measure for 7 months in a row.

Barriers:

Action Items:

**Completed:*

- New/Improved SDM Intake and Assessment Reports are now posted on InfoView. Reports identify assessments that are not tied to the intake, assessments with no findings entered etc. Instructions were emailed to CFS staff.
- IA Case management due date report is available and can be used daily to ensure timeframes are met.
- Quick Tip Videos are now available with instructions on how to access and use infoview reports to manage assessments.

**Planned:*

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



Absence of Maltreatment in Foster Care

Strengths/Opportunities:

- Good documentation of efforts to maintain the children in the home.

Barriers:

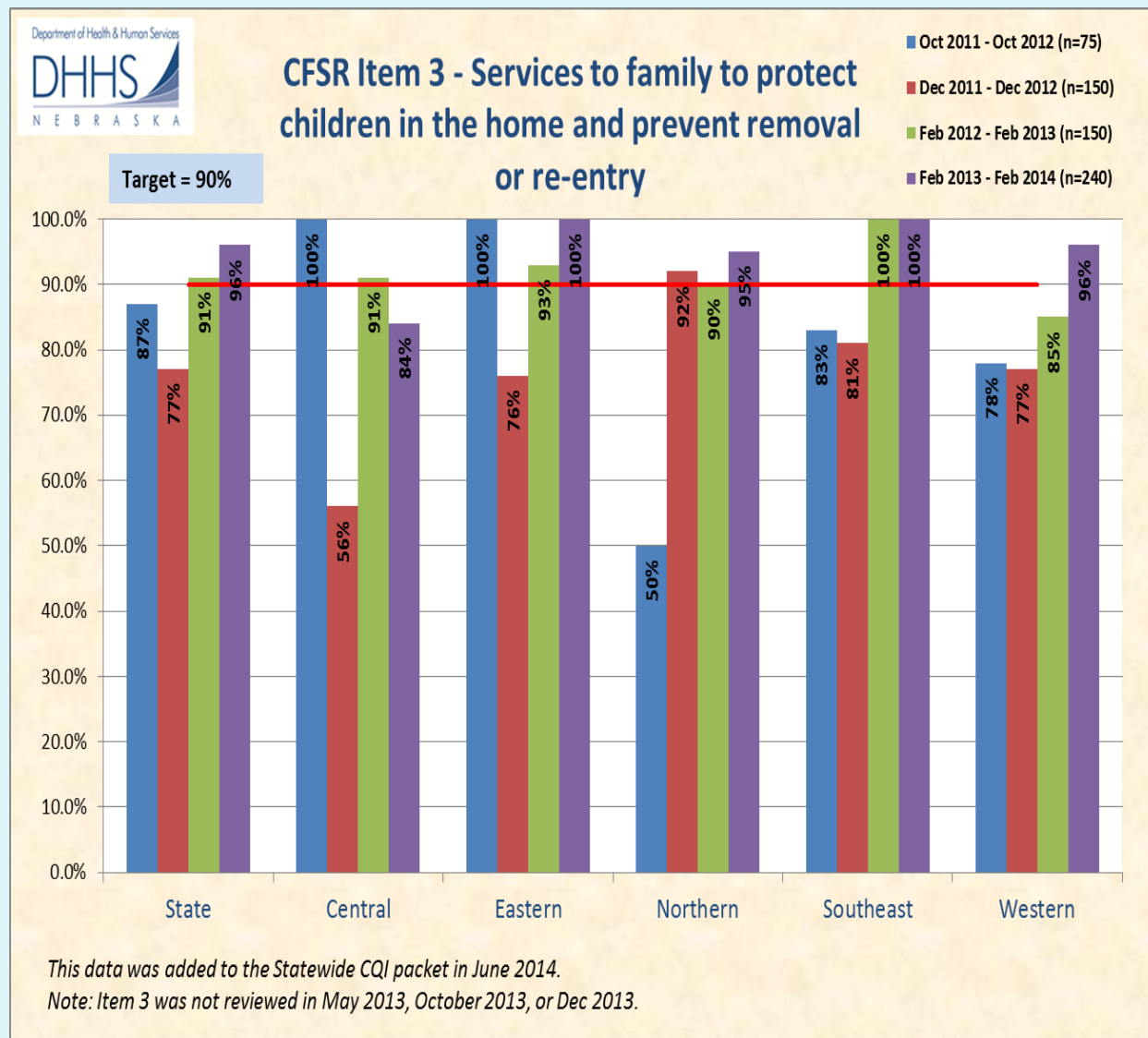
Action Items:

*Completed:

*Planned:

CQI Team Priority:

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



Data Review Frequency: Quarterly (March, June, September, December)

Absence of Maltreatment in Foster Care

Strengths/Opportunities:

May 2014: ESA is the only Service Area that is not meeting the target goal for this measure. Increase in statewide performance to 99.70%.

Barriers:

-Duplicate Reports for the same incidents are creating instances of repeat maltreatment.

Action Items:

*Completed:

- Southeast Service Area Administrator and the Foster Care Review Office Director met and created a process to staff and address barriers for repeat maltreatment in foster care cases in Southeast Service Area.

- Policy changes were implemented in October 2012 to eliminate duplicate reports/substantiation of intakes that are received within 6 months for the same allegations

- ESA places a home on hold until the investigation is complete when the intake is not accepted.

-CQI complete additional breakdown of repeat maltreatment data to help the team identify areas needing improvement.

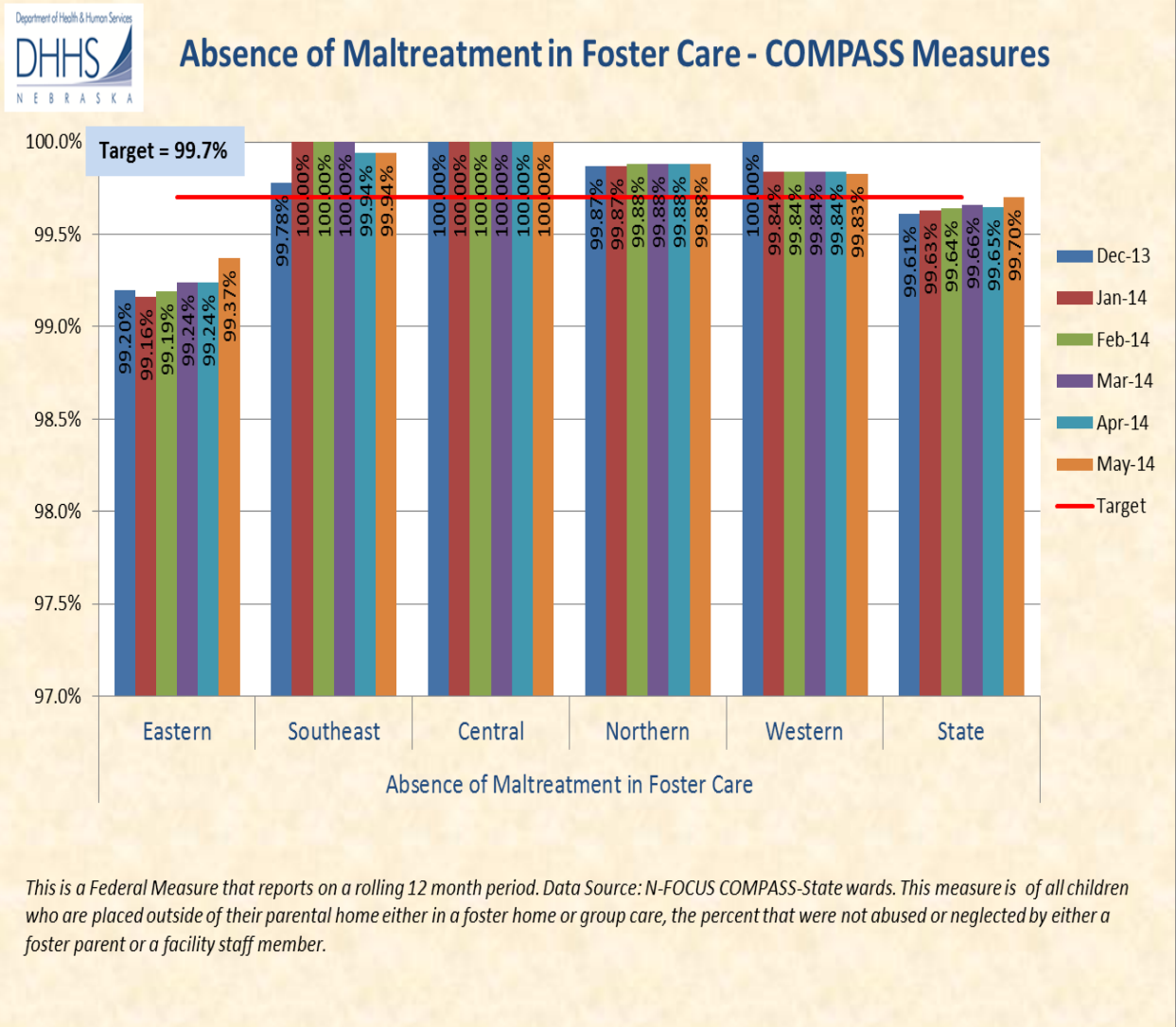
*Planned:

- A workgroup will convene to look at reason for case involvement and put instructions together on how to document reason for case involvement to better capture information about substance abuse and other reasons for case opening/involvement.

CQI Team Priority:

*Statewide External Stakeholder Team

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



Data Review Frequency: Quarterly (March, June, September, December)

APSS Data

Strengths/Opportunities:

June 2014: There were 183 APSS finalized statewide. 24% had a determination of conditionally suitable or unsuitable.

Barriers:

Action Items:

**Completed:*

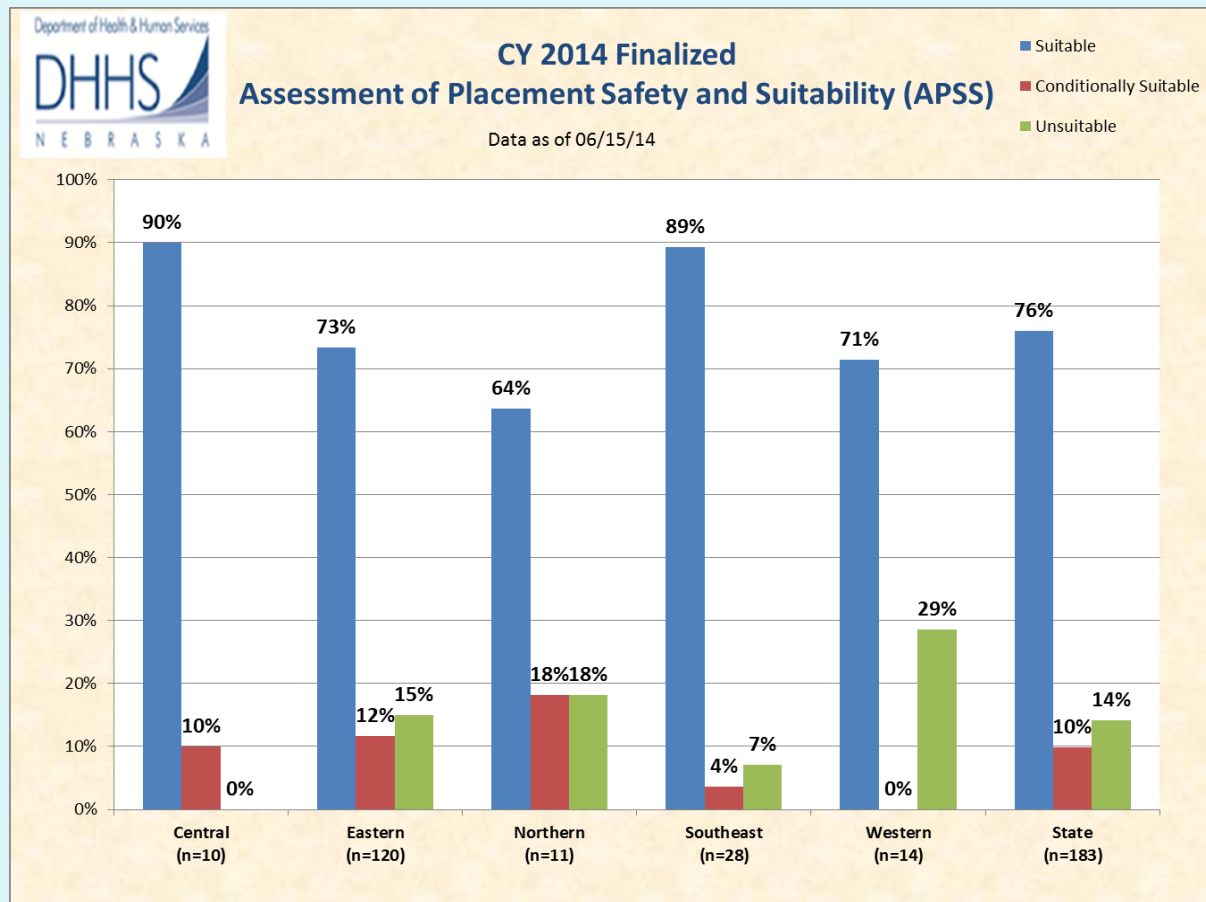
- New/Improved SDM Intake and Assessment Reports are now posted on InfoView. Reports identify assessments that are not tied to the intake, assessments with no findings entered etc. Instructions were emailed to CFS staff.
- IA Case management due date report is available and can be used daily to ensure timeframes are met.
- Quick Tip Videos are now available with instructions on how to access and use Infoview reports to manage assessments.
- APSS trainings implemented throughout the State.

**Planned:*

- Sherri Haber will lead a workgroup to address procedures for non accepted intakes to include guidance on whether or not to put a hold on the foster home when an intake is not accepted.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



The SDM Assessment of Placement Safety and Suitability (APSS) is a tool that is used to assess safety and care concerns for children placed in approved and licensed foster homes. When the intake on the foster home is accepted, the APSS is completed by an IA CFS Specialist, when it is not accepted (e.g. does not meet definition), it is completed by the ongoing CFS Specialist (in ESA, the FPS).

Definitions:

Suitable – Based on the information available (at this time), there are no child concerns in this placement.

Conditionally Suitable – Based on interventions, the child will remain in the household at this time. An intervention plan is required.

Unsuitable – Removal from the household is the only protective intervention possible for one or more children. Without removal, one or more children will likely be in danger of serious harm or in an unsuitable care arrangement

APSS Data

Strengths/Opportunities:

June 2014: There were 183 APSS finalized statewide. 24% had a determination of conditionally suitable or unsuitable.

Barriers:

Action Items:

**Completed:*

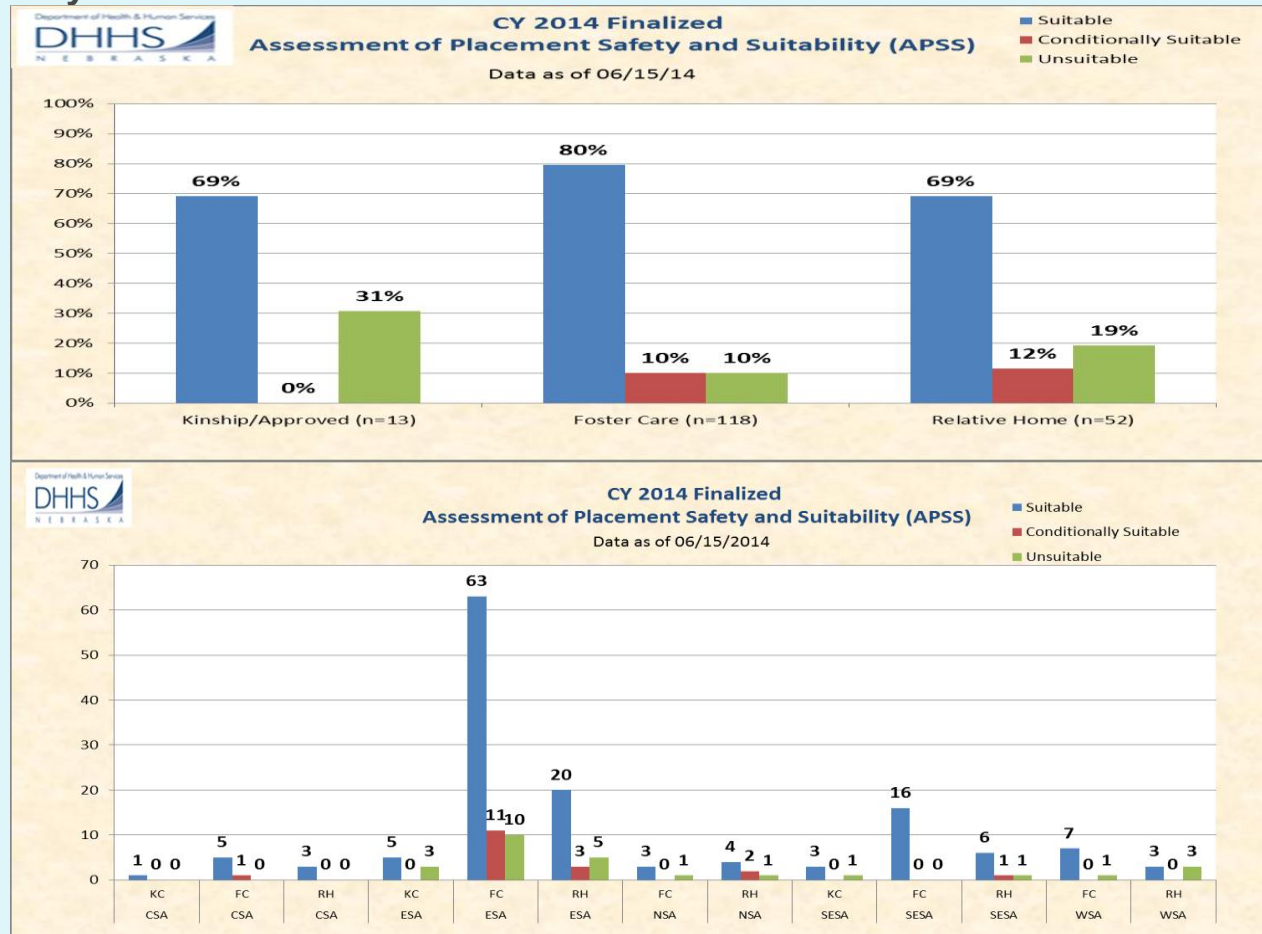
- New/Improved SDM Intake and Assessment Reports are now posted on InfoView. Reports identify assessments that are not tied to the intake, assessments with no findings entered etc. Instructions were emailed to CFS staff.
- IA Case management due date report is available and can be used daily to ensure timeframes are met.
- Quick Tip Videos are now available with instructions on how to access and use Infoview reports to manage assessments.
- APSS trainings implemented throughout the State.

**Planned:*

- Sherri Haber will lead a workgroup to address procedures for non accepted intakes to include guidance on whether or not to put a hold on the foster home when an intake is not accepted.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



The SDM Assessment of Placement Safety and Suitability (APSS) is a tool that is used to assess safety and care concerns for children placed in approved and licensed foster homes. When the intake on the foster home is accepted, the APSS is completed by an IA CFS Specialist, when it is not accepted (e.g. does not meet definition), it is completed by the ongoing CFS Specialist (in ESA, the FPS).

Definitions:

Suitable – Based on the information available (at this time), there are no child concerns in this placement.

Conditionally Suitable – Based on interventions, the child will remain in the household at this time. An intervention plan is required.

Unsuitable – Removal from the household is the only protective intervention possible for one or more children. Without removal, one or more children will likely be in danger of serious harm or in an unsuitable care arrangement

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CHAPTER 2: SAFETY CONT.

SDM – Structured Decision Making EBP

SDM Risk Re & Reunification Assessments

Strengths/Opportunities:

of All Youth with No Finalized Risk-Re or Reunification Assessments

	Apr	May	Jun
State	99	69	60
CSA	8	1	0
ESA	34	20	17
NSA	24	14	8
SESA	22	20	27
WSA	11	14	8

Barriers:

Action Items:

*Completed:

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff etc.)
- Quick Tip video instructions made available to CFSS Staff (1. Introduction to Infoview reports and 2.) How to use SDM Weekly reports to manage SDM assessments.

*Planned:

- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.

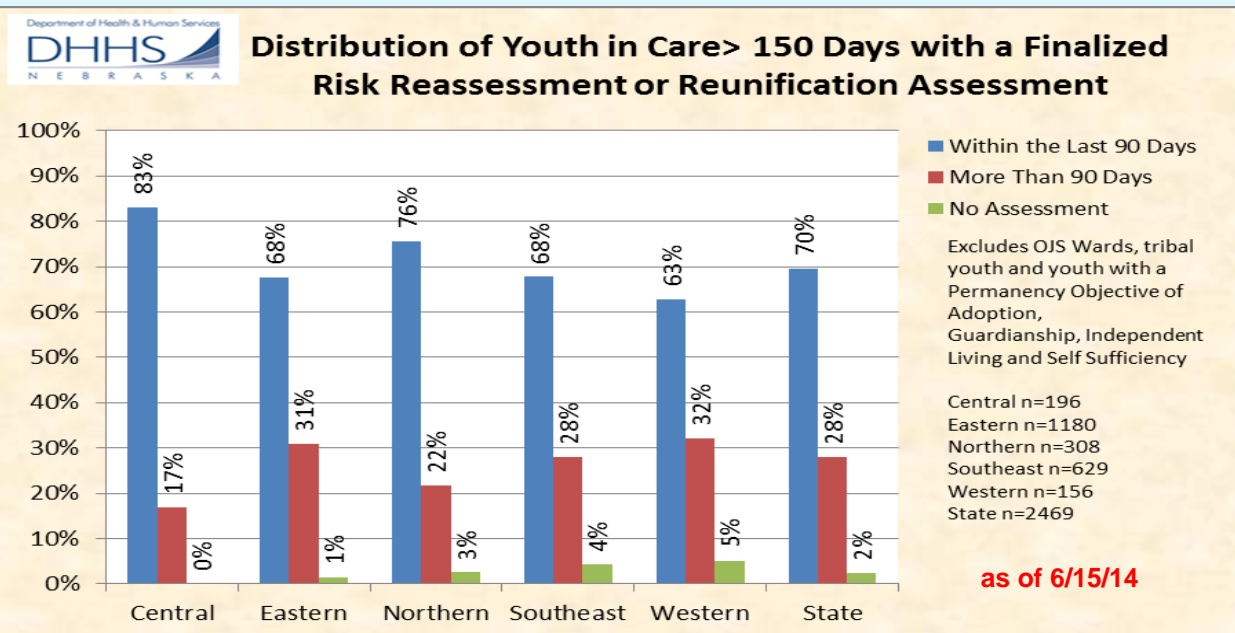
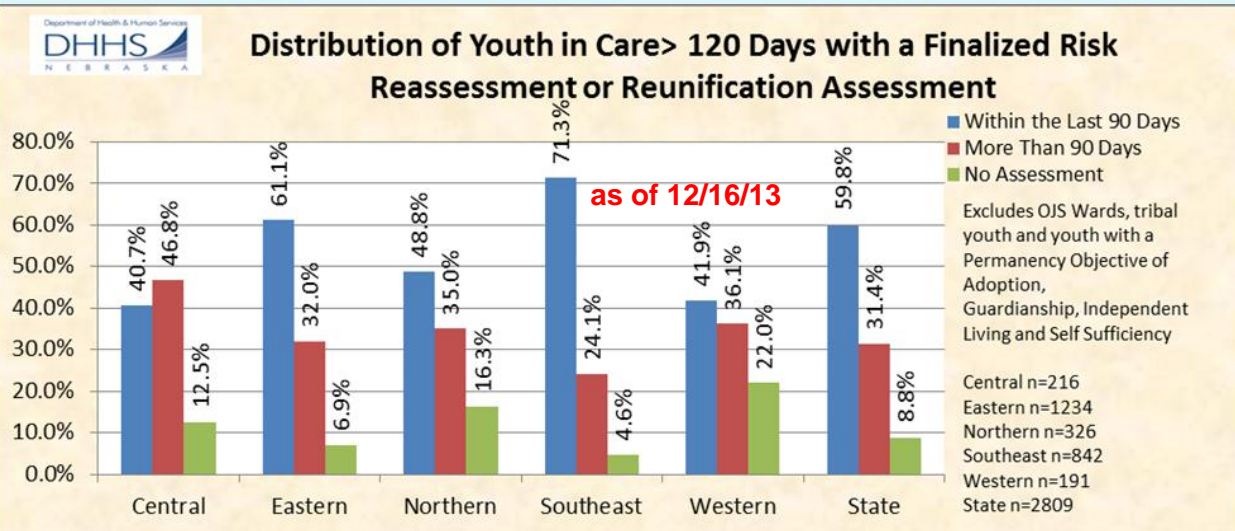
CQI Team Priority:

* ALL Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



SDM Risk Re & Reunification Assessments

Strengths/Opportunities:

of State Wards with No Finalized Risk-Re or Reunification Assessments

	Apr	May	Jun
State	83	50	45
CSA	8	1	0
ESA	30	15	16
NSA	19	8	4
SESA	15	14	17
WSA	11	12	8

Barriers:

Action Items:

*Completed:

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff etc.)
- Quick Tip video instructions made available to CFSS Staff (1. Introduction to Infoview reports and 2.) How to use SDM Weekly reports to manage SDM assessments.

*Planned:

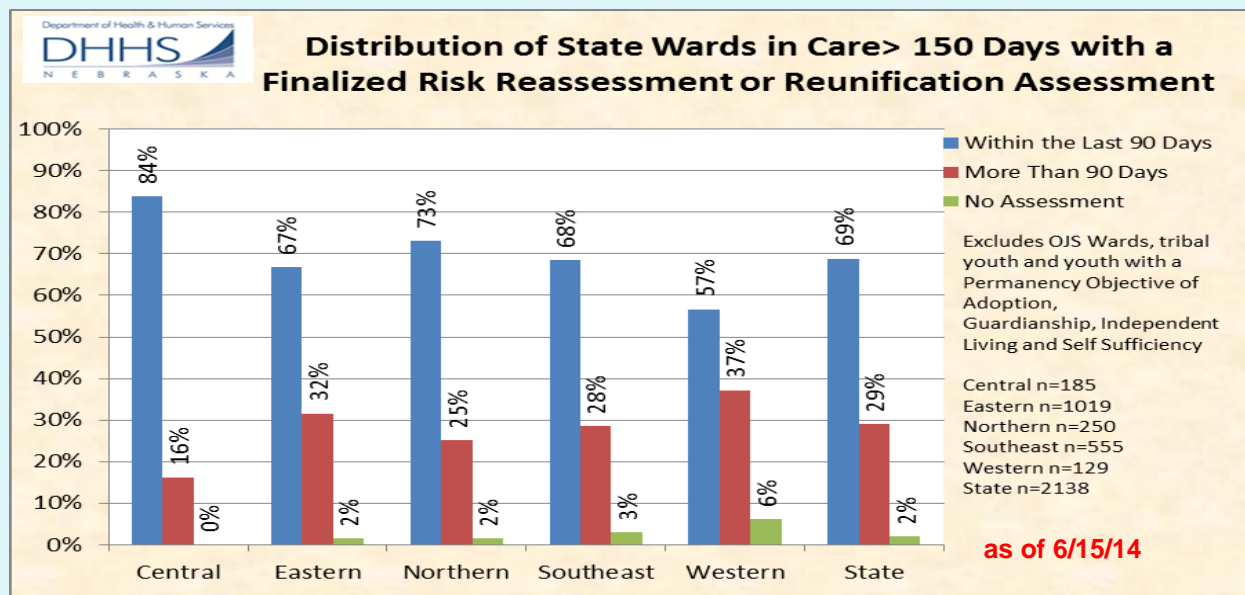
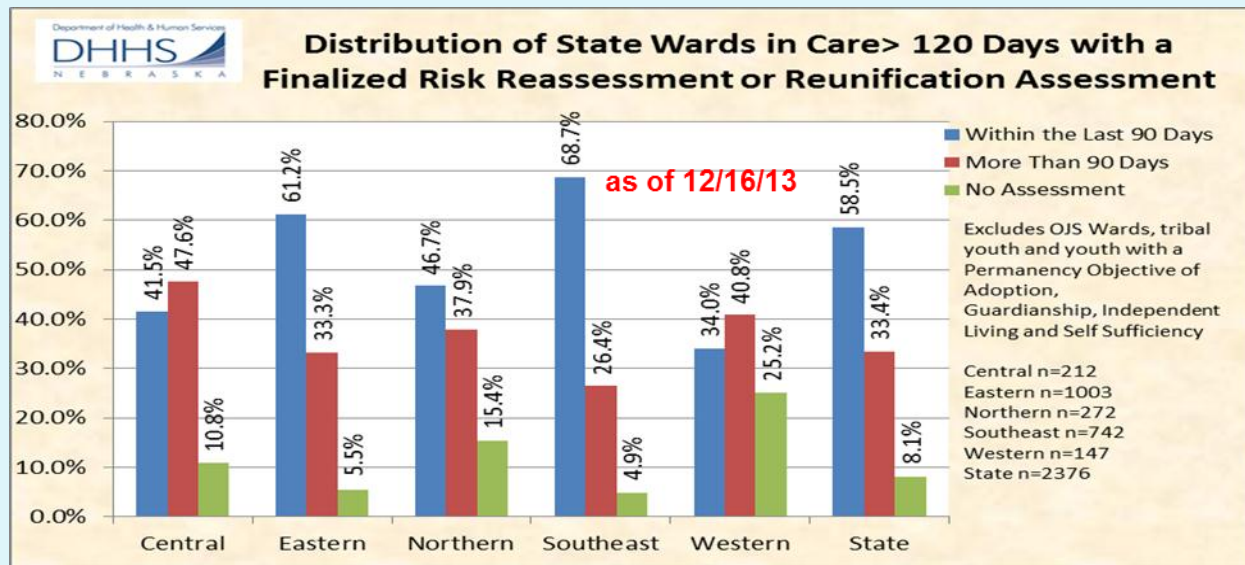
- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.

CQI Team Priority:

* ALL Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



Data Review Frequency: Monthly

SDM Risk Re & Reunification Assessments

Strengths/Opportunities:

# of Non-Court Youth with No Finalized Risk-Re or Reunification Assessments			
	Apr	May	Jun
State	16	19	15
CSA	0	0	0
ESA	4	5	1
NSA	5	6	4
SESA	7	6	10
WSA	0	2	0

Barriers:

Action Items:

*Completed:

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff etc.)
- Quick Tip video instructions made available to CFSS Staff (1. Introduction to Infoview reports and 2.) How to use SDM Weekly reports to manage SDM assessments.

*Planned:

- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.

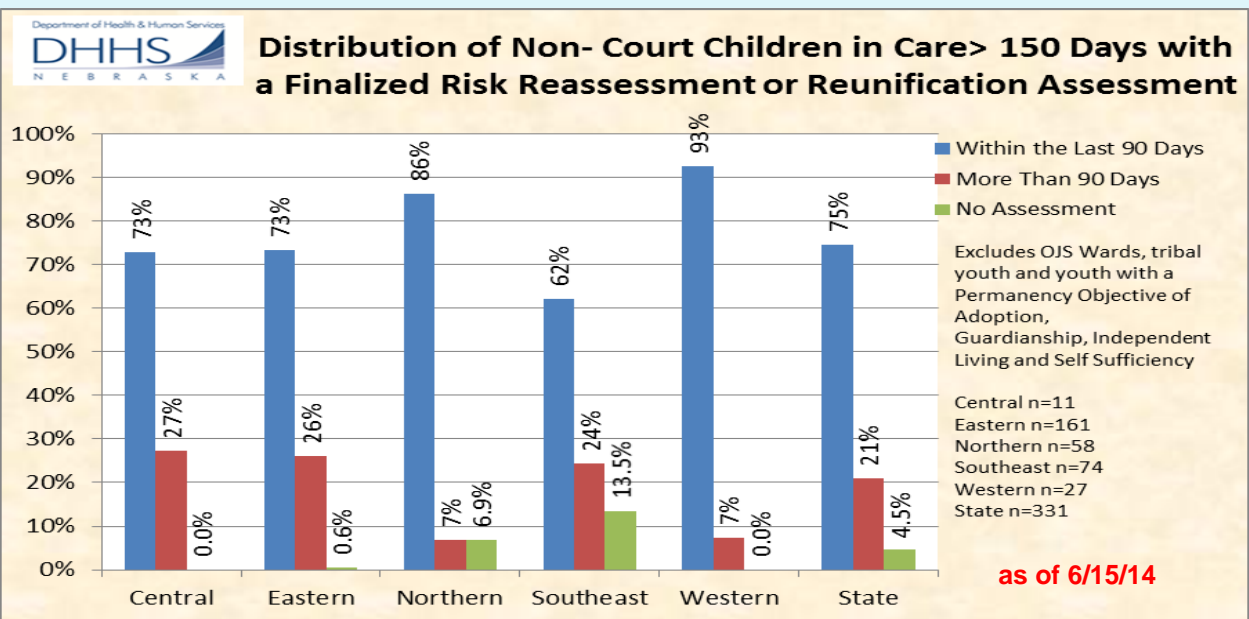
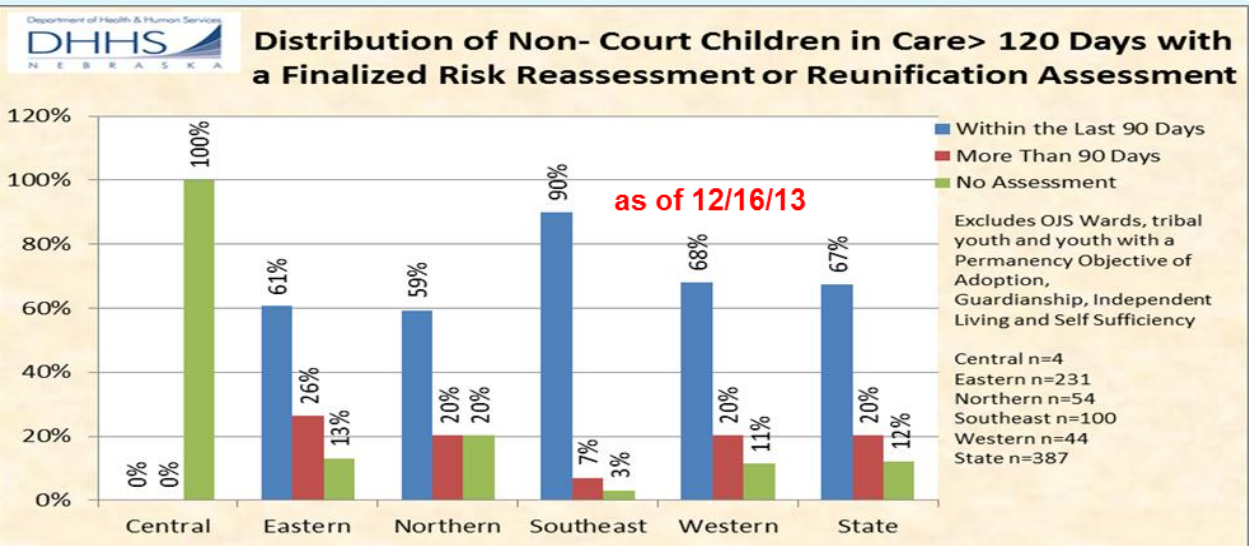
CQI Team Priority:

* ALL Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



SDM Family Strengths and Needs Assessment (FSNA)

Strengths/Opportunities:

# of ALL Youth with No Finalized FSNA			
	Apr	May	Jun
State	45	19	21
CSA	4	1	0
ESA	10	5	1
NSA	17	3	3
SESA	4	3	2
WSA	10	7	15

Barriers:

Action Items:

*Completed:

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff, etc.)
- Quick Tip video instructions made available to CFSS Staff (1. Introduction to Infoview reports and 2.) How to use SDM Weekly reports to manage SDM assessments.

*Planned:

- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.

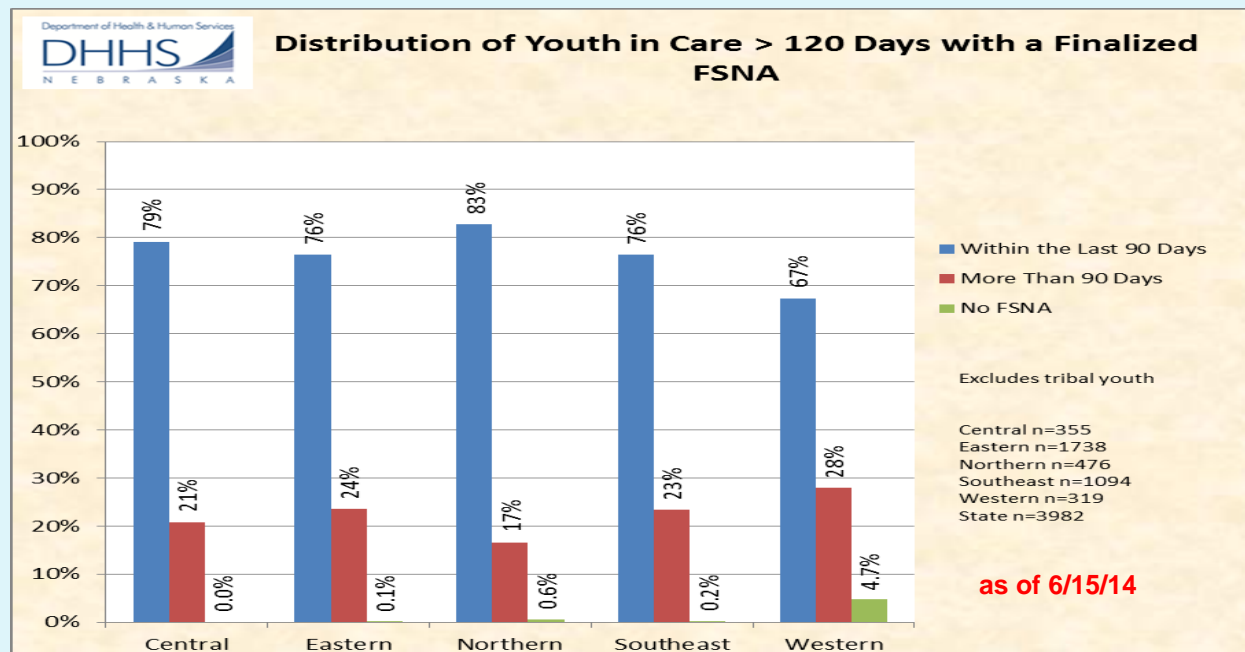
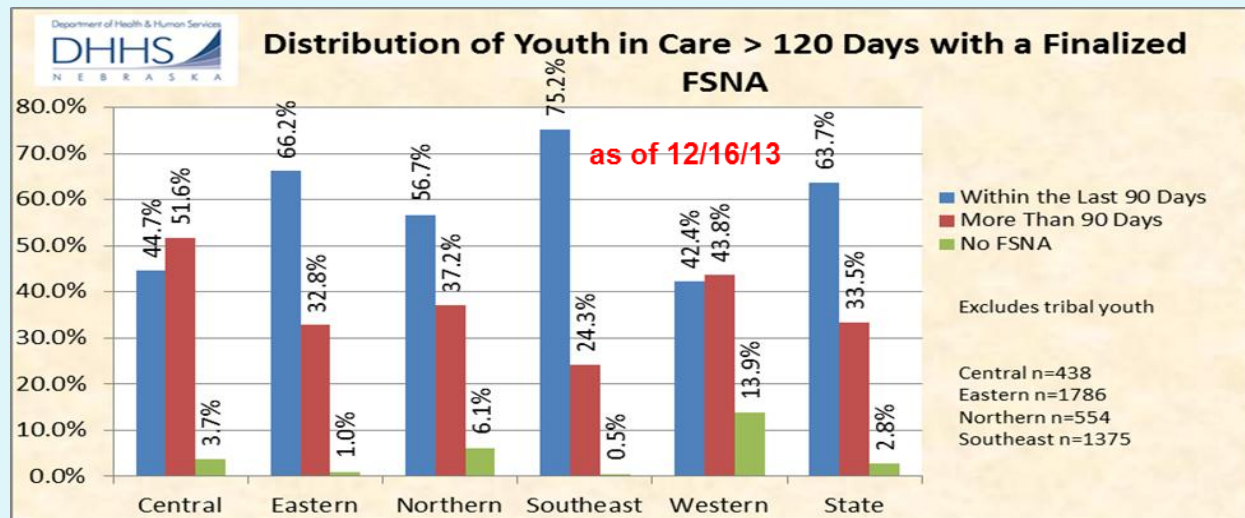
CQI Team Priority:

* ALL Service Areas

***Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.**

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



SDM Family Strengths and Needs Assessment (FSNA)

Strengths/Opportunities:

# of State Wards with NO Finalized FSNA			
	Apr	May	Jun
State	43	14	16
CSA	4	1	0
ESA	10	2	1
NSA	16	1	1
SESA	3	3	2
WSA	10	7	12

Barriers:

Action Items:

*Completed:

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff, etc.)
- Quick Tip video instructions made available to CFSS Staff (1. Introduction to Infoview reports and 2.) How to use SDM Weekly reports to manage SDM assessments.

*Planned:

- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.

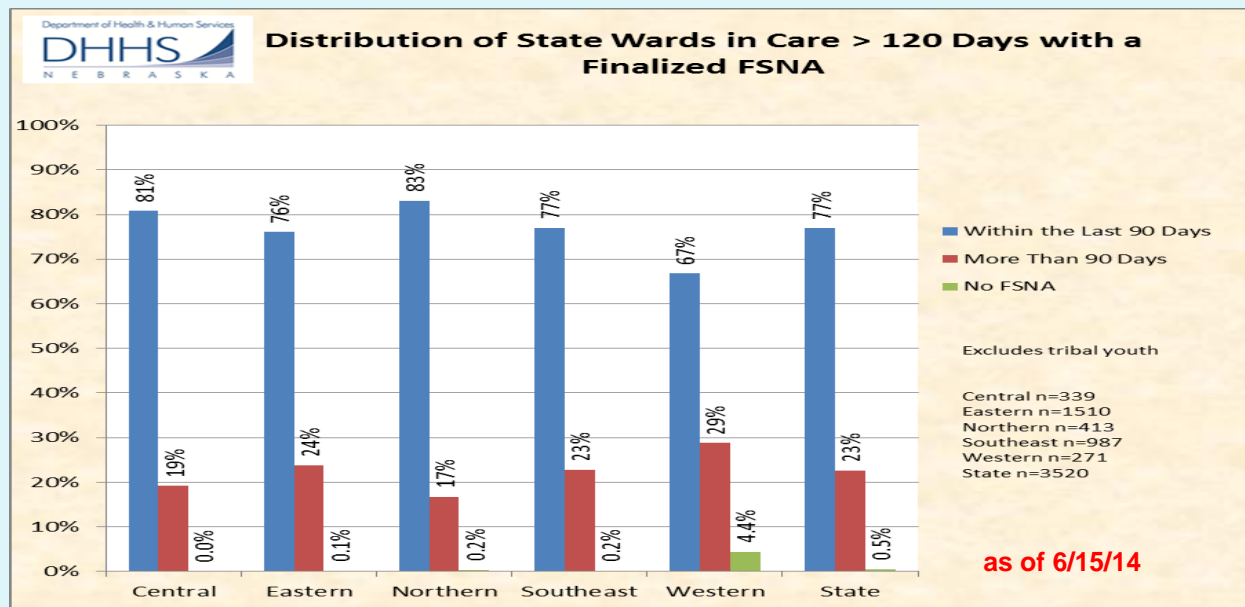
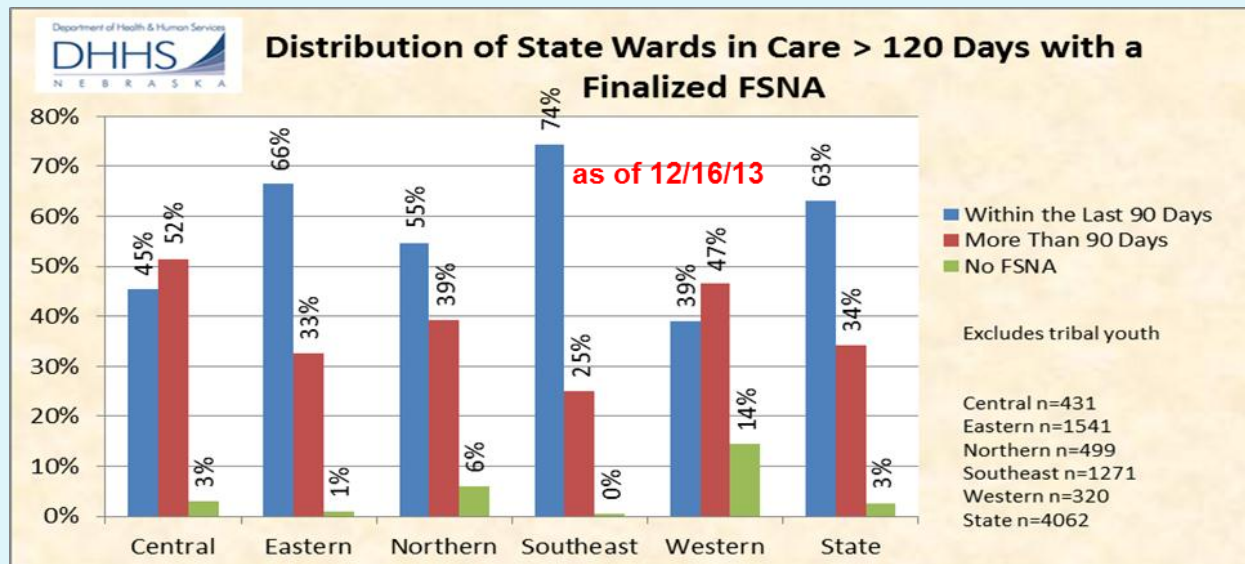
CQI Team Priority:

- * ALL Service Areas

***Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.**

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



SDM Family Strengths and Needs Assessment (FSNA)

Strengths/Opportunities:

# of Non Court Children with NO Finalized FSNA	Finalized FSNA		
	Apr	May	Jun
State	2	5	5
CSA	0	0	0
ESA	0	3	0
NSA	1	2	2
SESA	1	0	0
WSA	0	0	3

Barriers:

Action Items:

*Completed:

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff, etc.)
- Quick Tip video instructions made available to CFSS Staff (1. Introduction to Infoview reports and 2.) How to use SDM Weekly reports to manage SDM assessments.

*Planned:

- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.

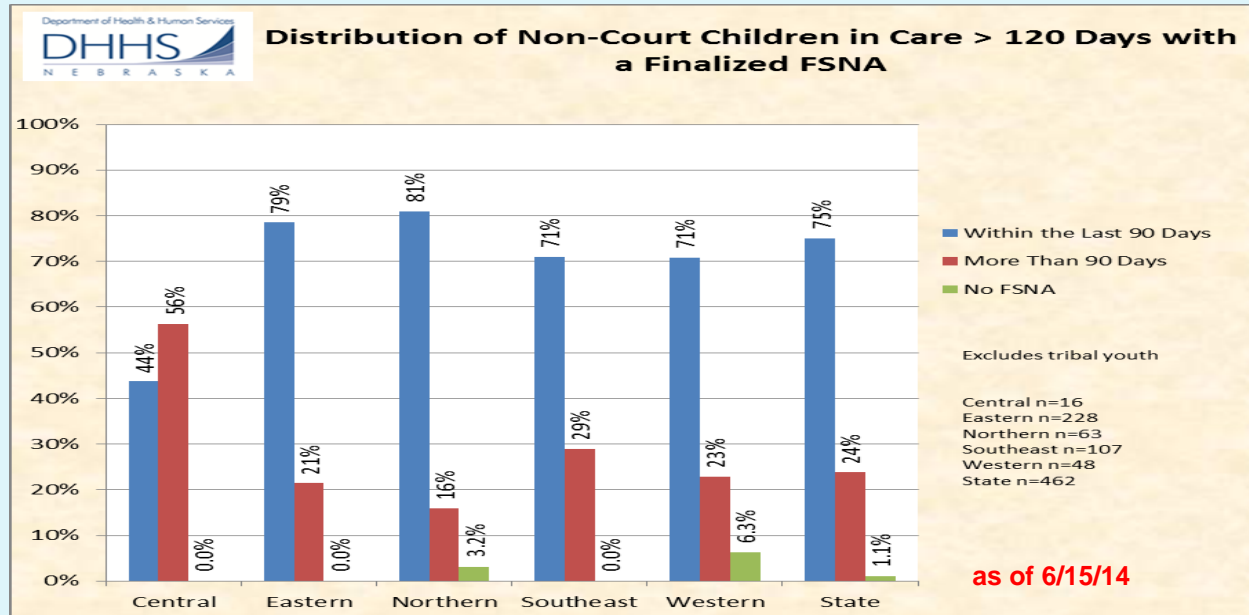
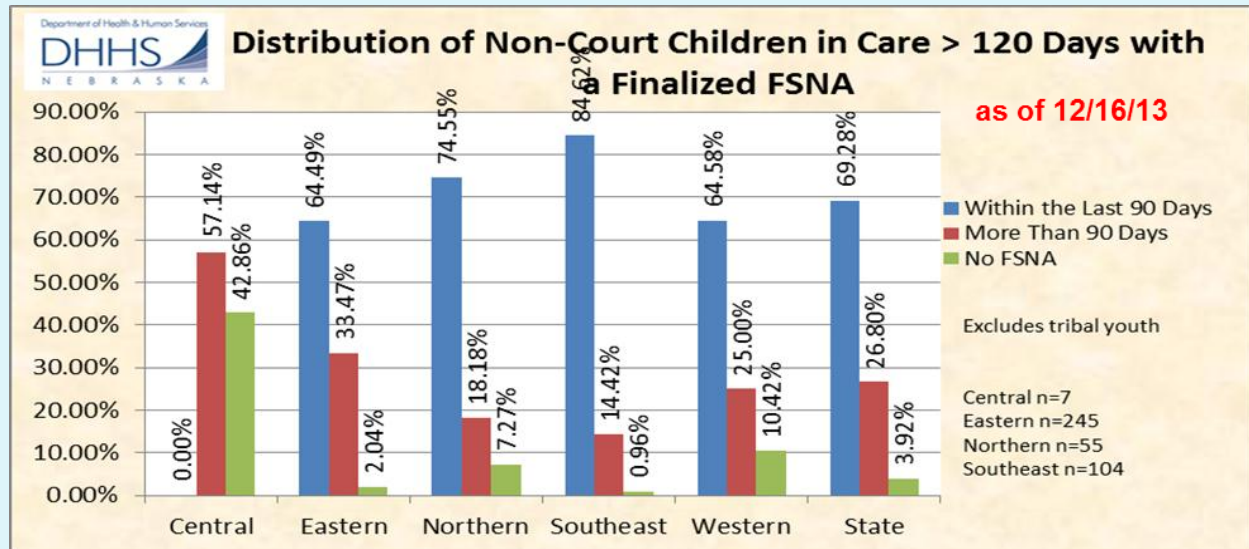
CQI Team Priority:

* ALL Service Areas

***Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.**

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



SDM Administrative Reviews

Strengths/Opportunities:

May 2014: 9 Admin Reviews.

May 2014: QA Reviewers sent 15 emails Recognizing Excellent SDM Assessments or CFSR Reviews by CFS Staff

Barriers:

Action Items:

*Completed:

*Planned:

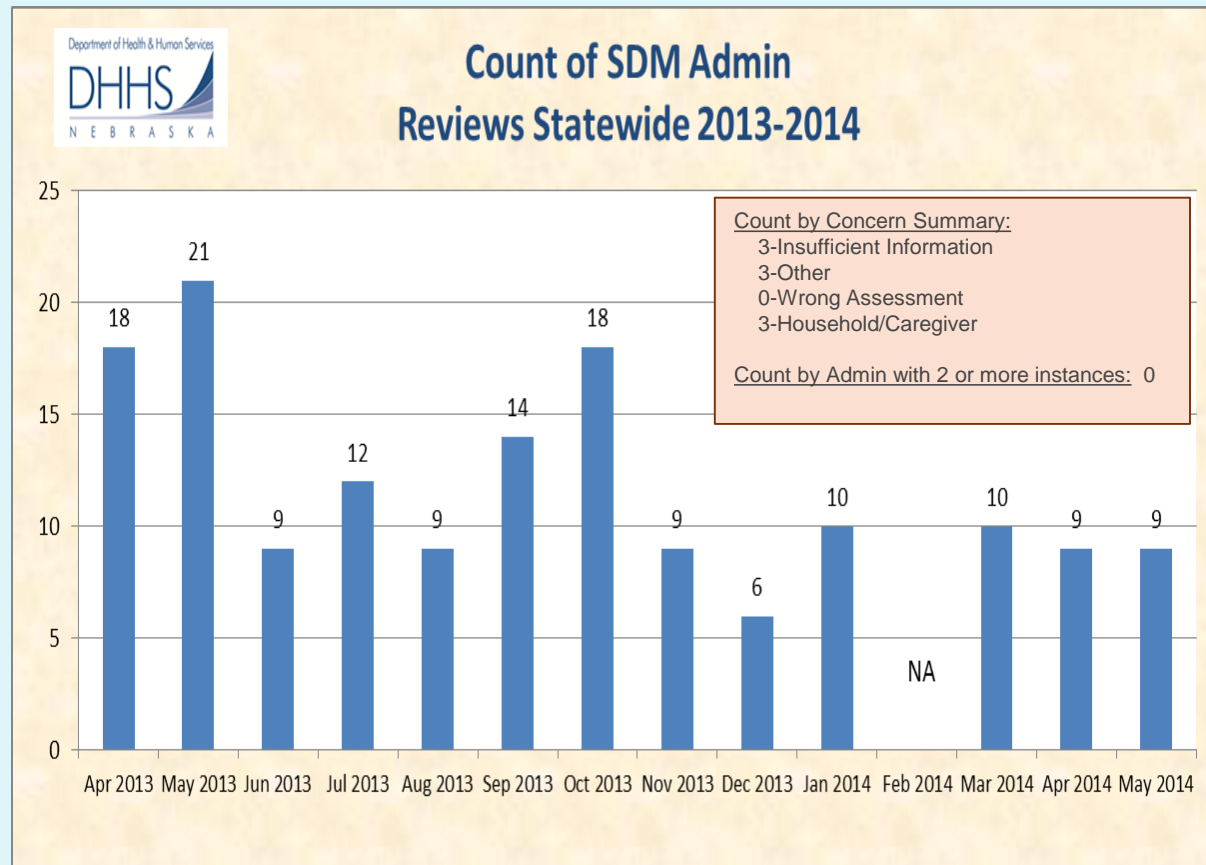
CQI Team Priority:

* ALL Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



This represents the count of Administrative Reviews sent by the QA unit to alert the Worker, Supervisor and Administrator of possible safety concerns due to lack of information or error in completion and scoring of the SDM assessment.

Note: The total number of SDM Assessments applicable for review increased in the month of November 2012 due to the following reasons: QA unit began reviewing Ongoing SDM assessments completed by NFC staff; and more ongoing SDM assessments were due and completed in CSA, NSA and WSA since SDM was implemented in July 2012.

CHAPTER 3: PERMANENCY

**OUTCOME STATEMENT: CHILDREN WILL ACHIEVE
TIMELY PERMANENCY (Reunification, Guardianship,
Adoption and Independent Living)**

**Goal Statement: Front End – Children will remain home whenever
safely possible. Children in out-of-home care will achieve timely
permanency**

Youth Placed Out of State

Strengths/Opportunities:

June 2014: On June 17th, 2014 – there were 150 youth placed outside of Nebraska. 46% of these youth are placed in congregate care.

Total Number of Youth Out of State:

March 2014 = 199

June 2014 = 150

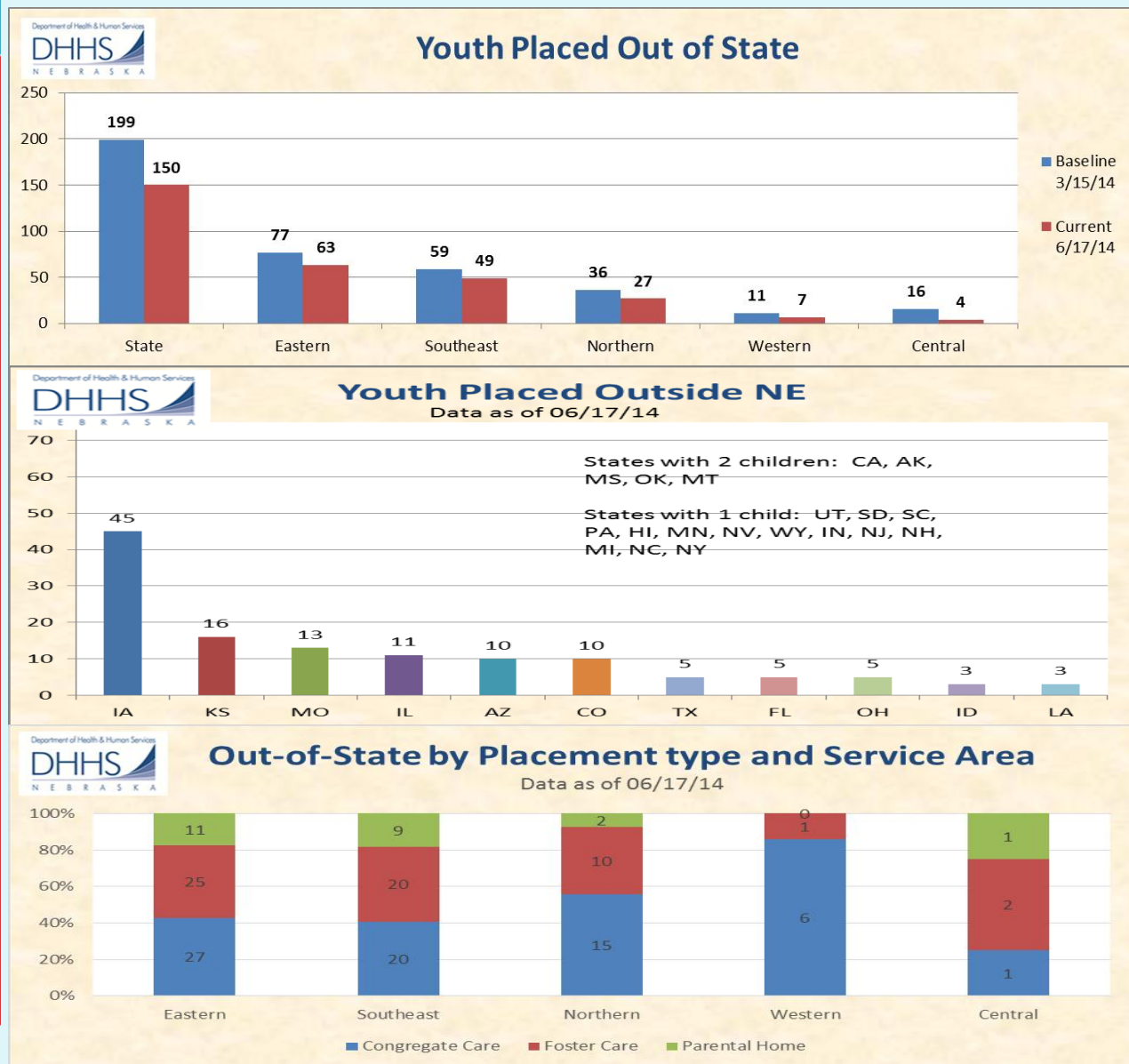
Barriers:

Action Items:

*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



*Includes all youth and all placements out of Nebraska (parent/congregate/foster).

Placement Change Documentation w/in 72 hours

Strengths/Opportunities:

May 2014: Slight decrease in statewide performance.

State performance was at 56% in May 2012.

Barriers:

- Probation changing placements and not notifying CFS
- Data analysis determined that placements occurring on Thurs & Friday are not being documented timely.
- Staff need additional training and direction on removals and placement change documentation.

Action Items:

**Completed:*

- July 2013 – changes were made in N-FOCUS to allow CFS Supervisors to make corrections to placement changes in N-FOCUS.
- Workgroup tasked to work on definitions of removals and placement changes and create instruction materials for staff.
- Service areas are implementing creative methods to remind staff to document placement changes (email reminders, signage). Service area administrators are also holding staff accountable to providing explanations when documentation timeframes are not met.
- CQI Tip sent to CFS Staff with finalized definitions and instructions about removals and placement change documentation.
- Pop Up window on n-focus whenever staff document a placement that exceeds the 72 hour timeframe (March 2014 release).

**Planned:*

- CFS Admin will submit a list and reason for missed timeframes to Deputy Director Maca.

CQI Team Priority:

*Central, Northern, Southeast and Western Service Areas.

*Tribes

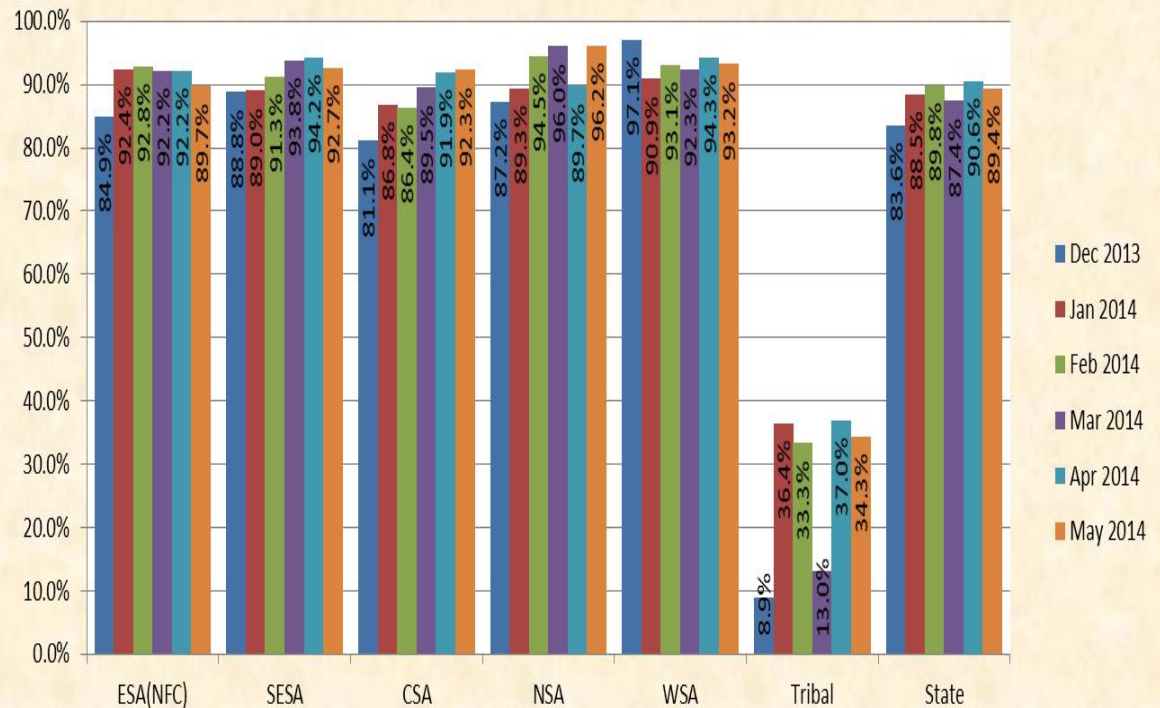
***Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.**

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Documentation of Placement Changes within 72 Hours

Goal: 100%



All contact information shall be up-to-date on N-FOCUS within seventy-two hours of any placement change for children in out of home care. The data represents the percentage of placement changes that were documented on N-FOCUS within 72 hours. Data includes OJS Wards. (Data Source: NFOCUS Placement Documentation/InfoView Report).

Data Review Frequency: Monthly

Family Team Meeting Frequency

Strengths/Opportunities:

May 2014: State performance remained at 93.2%. **ESA has the highest score at 99.6%.** Tribes have the lowest score at 7.6%.

Note: The State performance was at 76.2% in May 2012.

Barriers:

-Lack of documentation in tribal cases.

Action Items:

*Completed:

- Service Area Admin/Staff sent FTM templates to the Training Administrator, to put together a common guide/template for new worker and current worker training.
- Case management due date report includes Family Team Meetings. .
- Procedure Update #15-2013 regarding Family Team Meetings was issued on 4/19/13.
- Central Office Staff made necessary changes to FTM report on Performance Accountability Report.
- Quality Team is reviewing FTM documentation that are submitted by CFSS and provide feedback to improve quality.
- Deputy Director and Training Administrator put together a plan to address Family Team Meeting Quality.

*Planned:

CQI Team Priority:

*Central, Eastern, Northern, and Western Service Areas

*Tribes

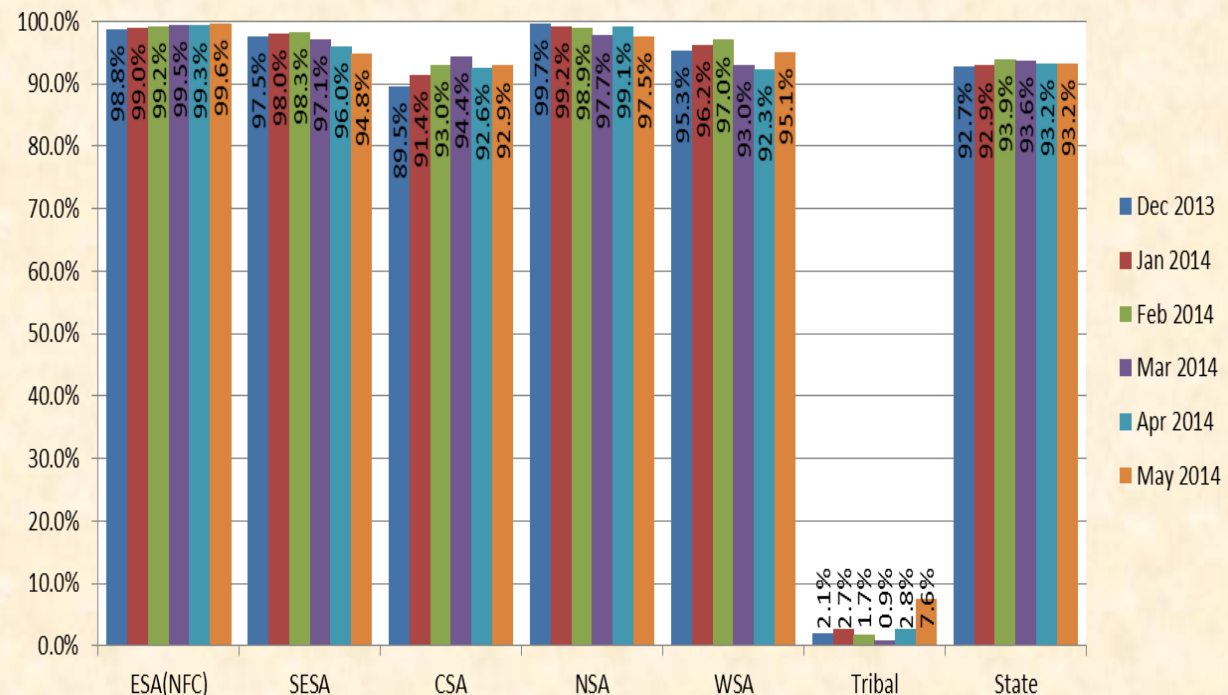
***Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.**

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Family Team Meeting - Once Every 90 Days

Goal = 100%



Note: Case manager will facilitate a family team meeting once every 90 days

(Data Source: CWS & OJS Performance Accountability Data - NFOCUS/InfoView Report). Data Includes OJS Wards.

Family Team Meeting Quality

Strengths/Opportunities:

April 2014: These 6 items were picked out of all the FTM measures for the state to target improvements.

Barriers:

Action Items:

CQI Team Priority:

*Central, Eastern, Northern, and Western Service Areas

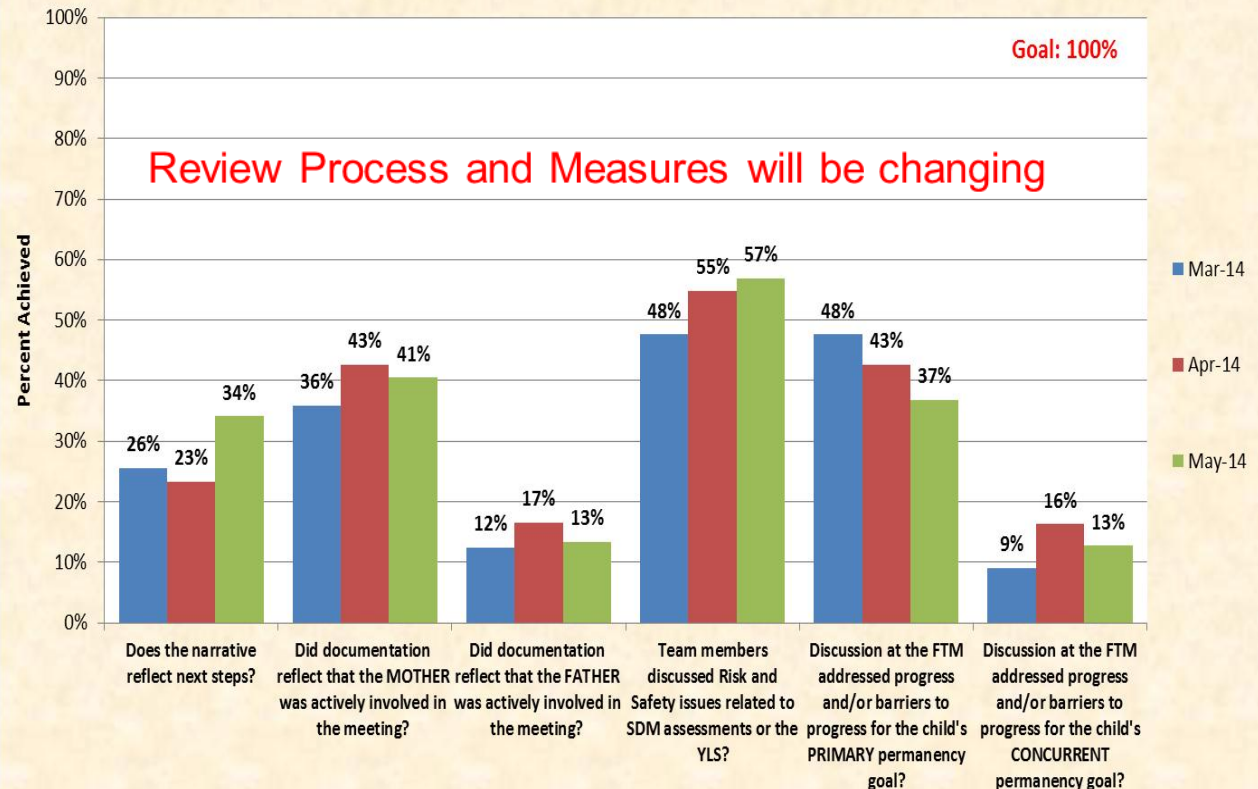
*Tribes

*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



State Wide - FTM Quality Documentation Reviews - Target Areas Needing Improvement



Number of FTM reviews by month: March 2014: 164; April 2014: 164; May 2014: 136

This chart illustrates the percentage achieved for five measures that are part of the FTM QA Review. The FTM QA reviews are completed on a random sample of all the FTMs that are completed in a review month. The FTM Quality Review process was implemented in March 2014.

Data Review Frequency: Monthly

Case Plans Created within 60 Days

Strengths/Opportunities:

May 2014: 79.5% of the Case plans are created within 60 days of the youth entering into custody. ESA has the highest number of case plans created in 60 days (91%) and WSA has the lowest (55.7%).

Barriers:

Action Items:

*Completed:

.

*Planned:

CQI Team Priority:

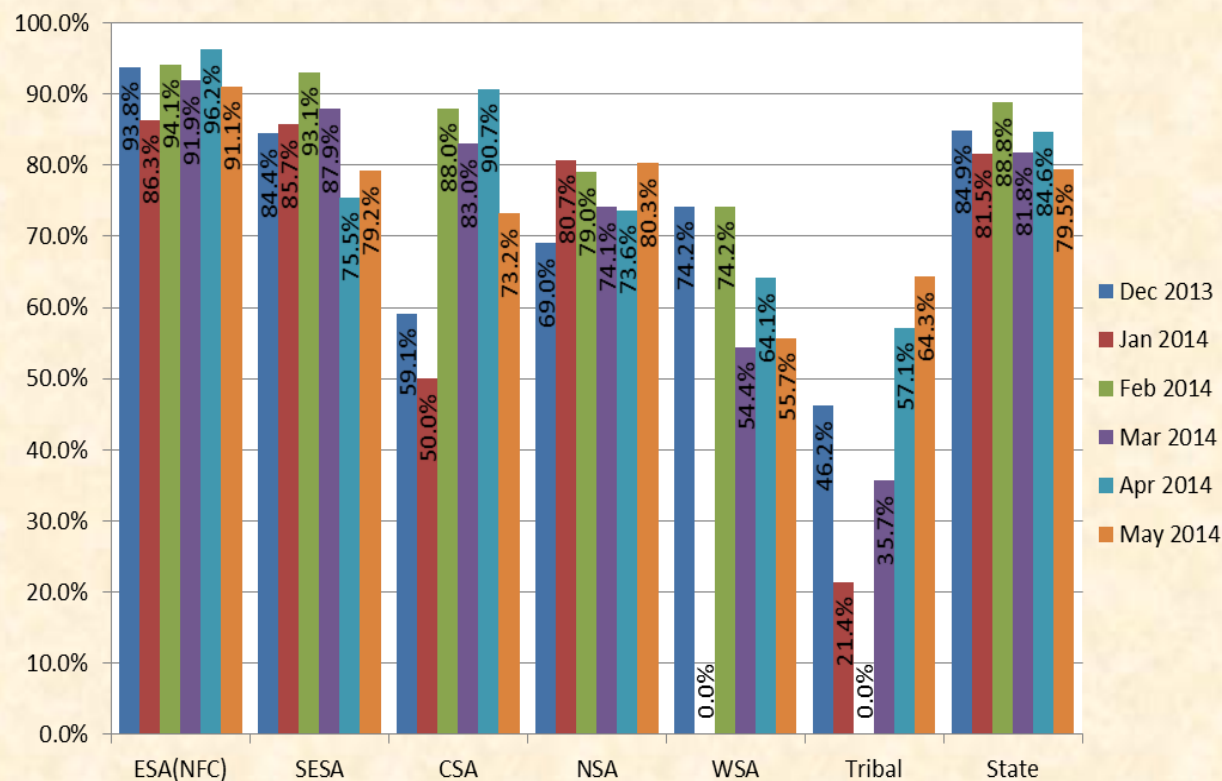
Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Case Plans Created within 60 days of Youth Entering Custody

Goal: 100%



* This chart was added to the CQI document in June 2014

Case Planning Involvement – CFSR 18

Strengths/Opportunities:

Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

- Lack of ongoing efforts to locate and/or engage non-custodial parent in case planning (in most cases, this is the child's father).
- Lack of ongoing efforts engage developmentally appropriate children in case planning.
- Lack of good quality documentation during family team meetings and face to face contacts between the worker, children, mother and father. Documentation should clearly state how the parent or youth was engaged in the creation of, ongoing evaluation and discussions regarding progress and needs related to case plan goals.

Action Items:

*Completed:

*Planned:

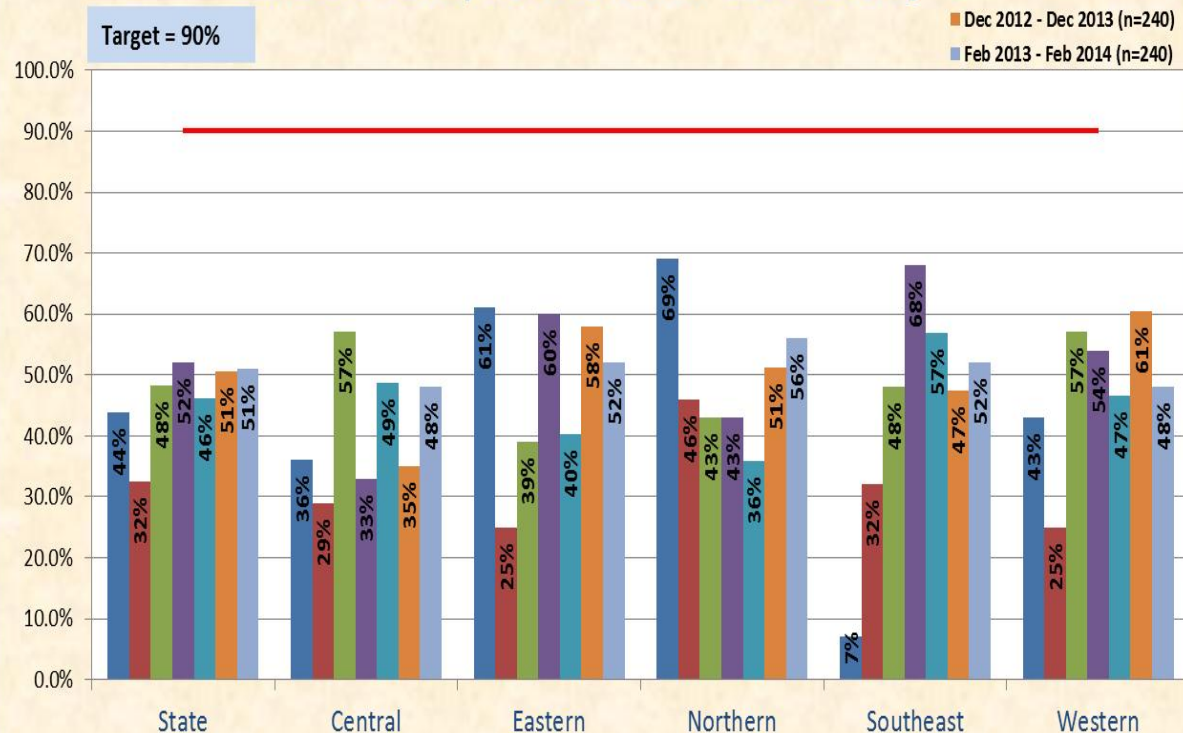
- Policy team will send a list of documents to scan on N-FOCUS.
- Policy team will review and expand non-custodial parent memo to include instructions for engaging the non custodial parent.

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



CFSR Item 18

Child and Family Involvement in Case Planning



Item 18 looks at whether or not the agency made concerted efforts during the period under review to involve the parent (mother and father) and the children during the case planning process. Children and parents have to contribute to the creation of the case plan goals and review them with the agency on an ongoing basis for this item to be rated as a strength.

This data was added to the Statewide CQI packet in October 2013.

Caseworker Contact with Parent CFSR 20

Strengths/Opportunities:

Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

- Lack of ongoing efforts to visit with the child's non custodial parent (in most cases, this is the child's father).
- Lack of good quality documentation during face to face contacts between the worker and the child's mother and father.

Action Items:

*Completed:

- - CQI Team provided instructions on the new/improved required contact fields on N-FOCUS.

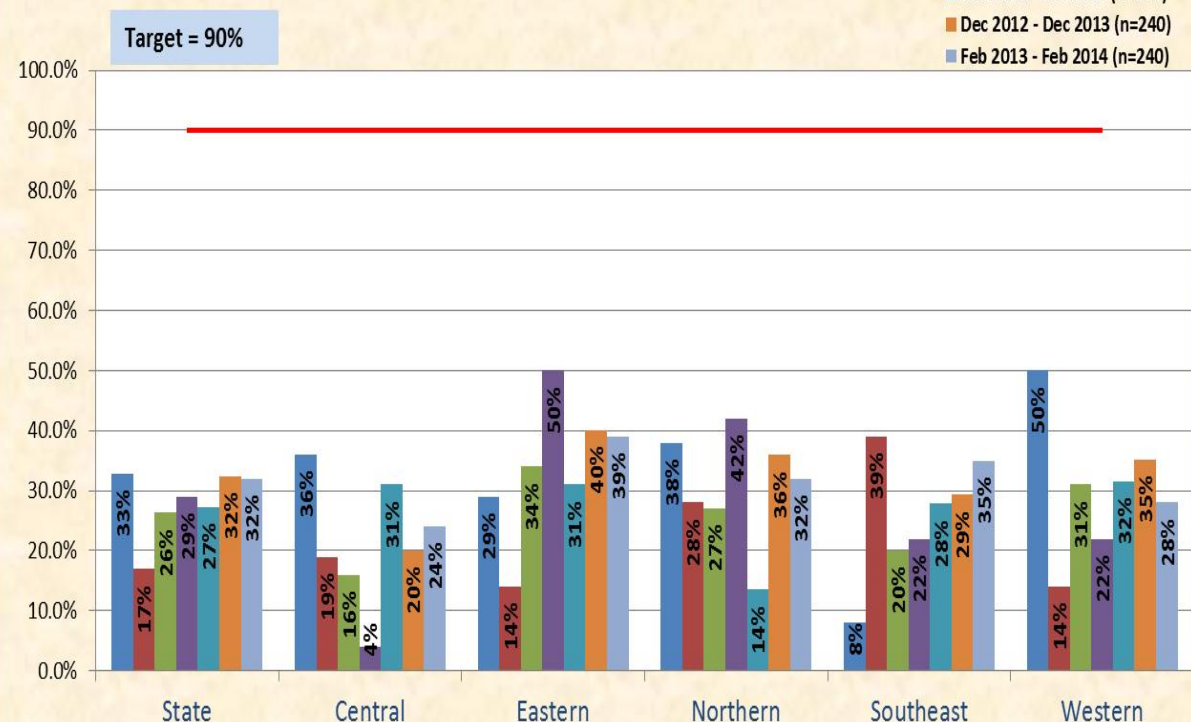
*Planned:

- Policy team will update procedures memo to include clarification regarding parent contact when the child's permanency goal is something other than reunification or family preservation.

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



CFSR Item 20 Caseworker Visits with Parent



Item 20 on the CFSR looks at both the frequency and quality of the caseworker visits with both the mother and the father in the case. This item looks at whether or not the frequency and quality of visits between the caseworker and the mother and father of the child(ren) in the case were sufficient to ensure safety, permanency, and well being of the child and promote achievement of case goals. Each parent should be seen at least monthly in order for this item to be counted as a strength.

This data was added to the Statewide CQI packet in October 2013.

Worker Contact with Mother and Father

Strengths/Opportunities:

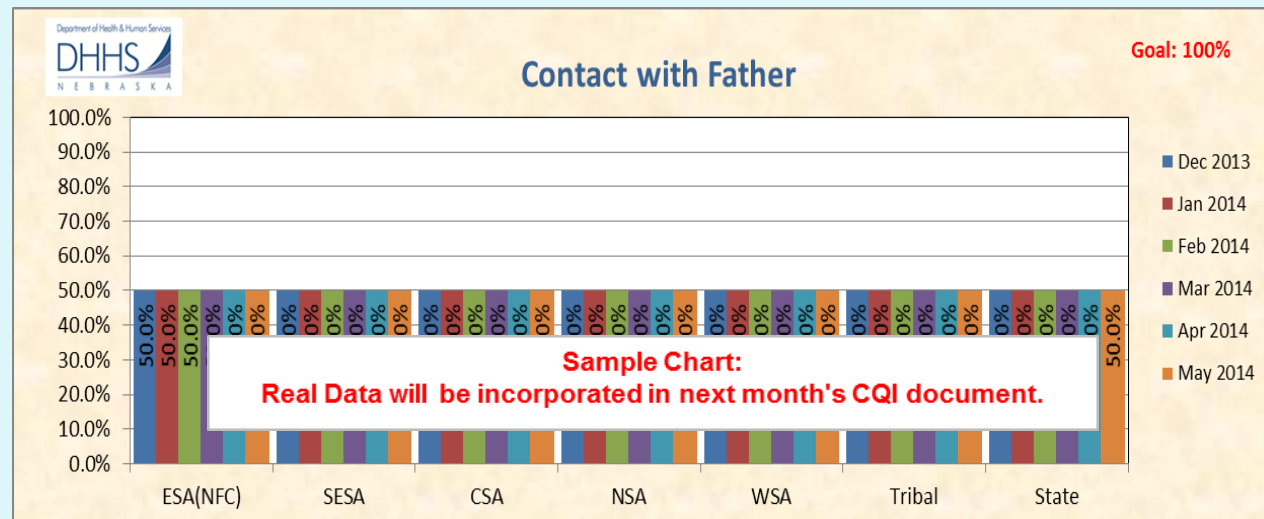
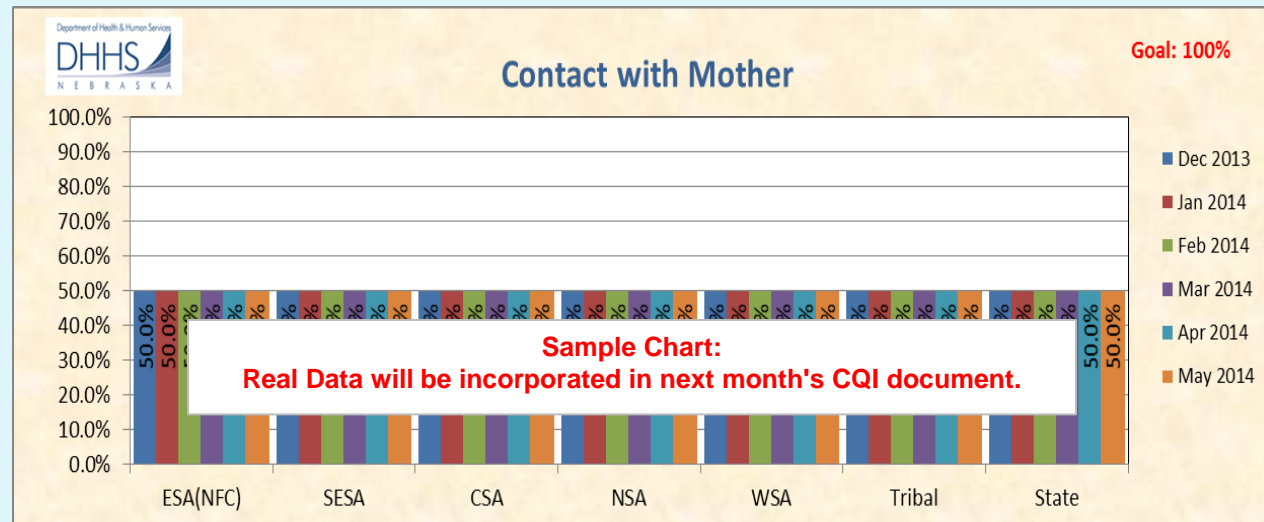
Barriers:

Action Items:

*Completed:

*Planned:

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Monthly

* This chart was added to the CQI document in June 2014

Child, Parent & Foster Parent Needs Assessment – CFRS 17

Strengths/Opportunities:

Note: The CFRS review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

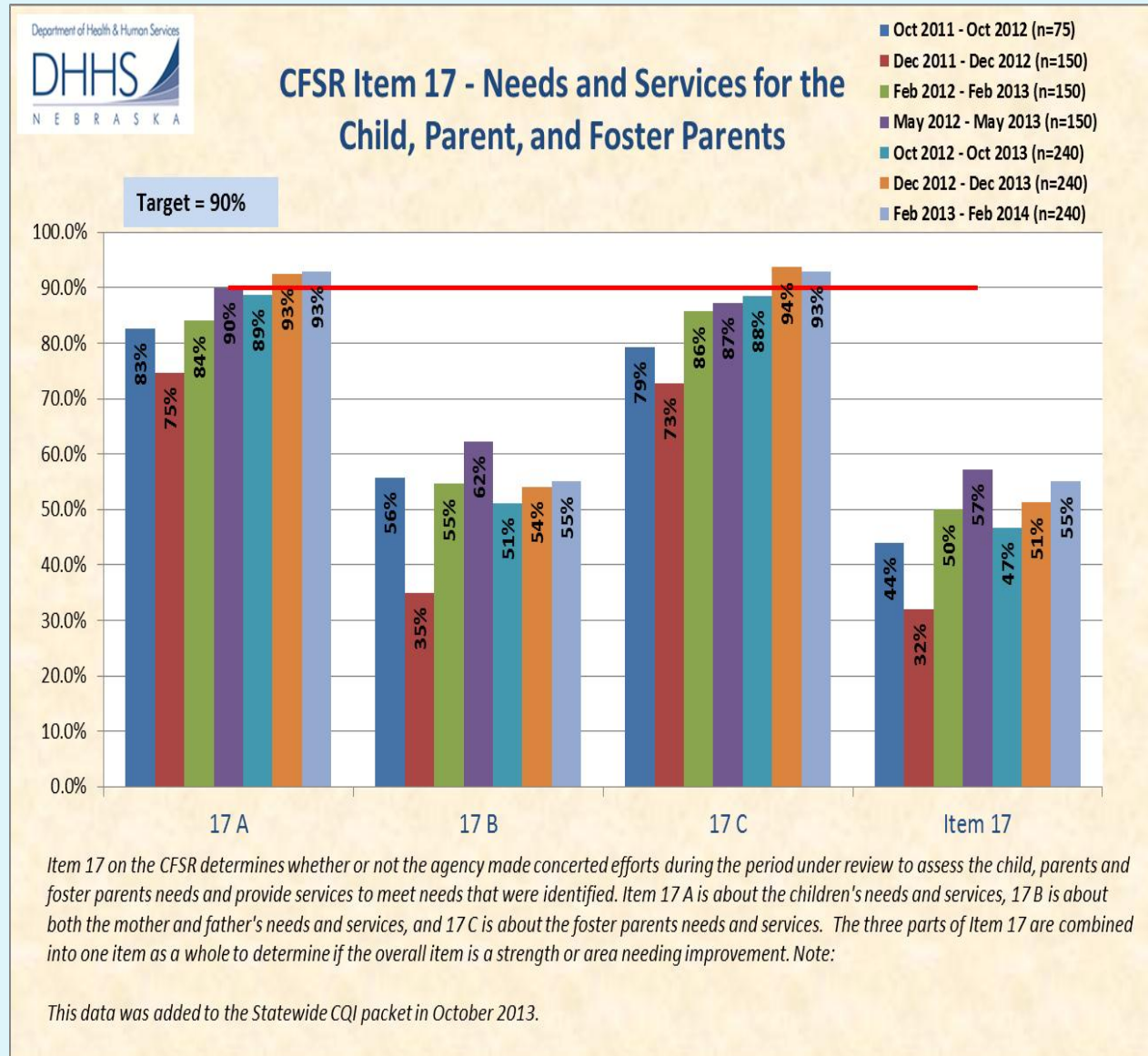
- Lack of good quality documentation during face to face contacts between the worker and the child. Documentation should contain sufficient information to address safety, permanency and well-being.

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Monthly

Federal Visitation with State Wards

Strengths/Opportunities:

May 2014: New Fed Fiscal Year began in October 2013. The Federal Measure is 90%, this will increase to 95% in 2015. NE has set goal at 95% in preparation for the change with the federal measure.

State performance remains at 95% this month. Performance is 98% and above for all Service Areas but at 24% for Tribal Cases.

Note: In SFY11, NE reported 48.4% monthly child contact with this federal measure! WOW!!!

Barriers:

-Lack of documentation in tribal cases

Action Items:

*Completed:

-Case Management Due Date Report includes Monthly Child Contact.

-Sherri Haber and Sherri Eveleth will work with Vicki Maca to identify and provide support to the tribes

-SAA/CFS Admin have been submitting a list and reasons for all missed worker visits with the child to the Deputy Director for review.

-SAA/CFS Admin have been coordinating visits with all youth placed out of state to ensure visits are taking place every month.

*Planned:

-Some Service areas are planning to implement quality reviews and training with their staff on the quality of face to face contact.

-CQI Team will provide captive and instructions on the new/improved required contact fields on N-FOCUS.

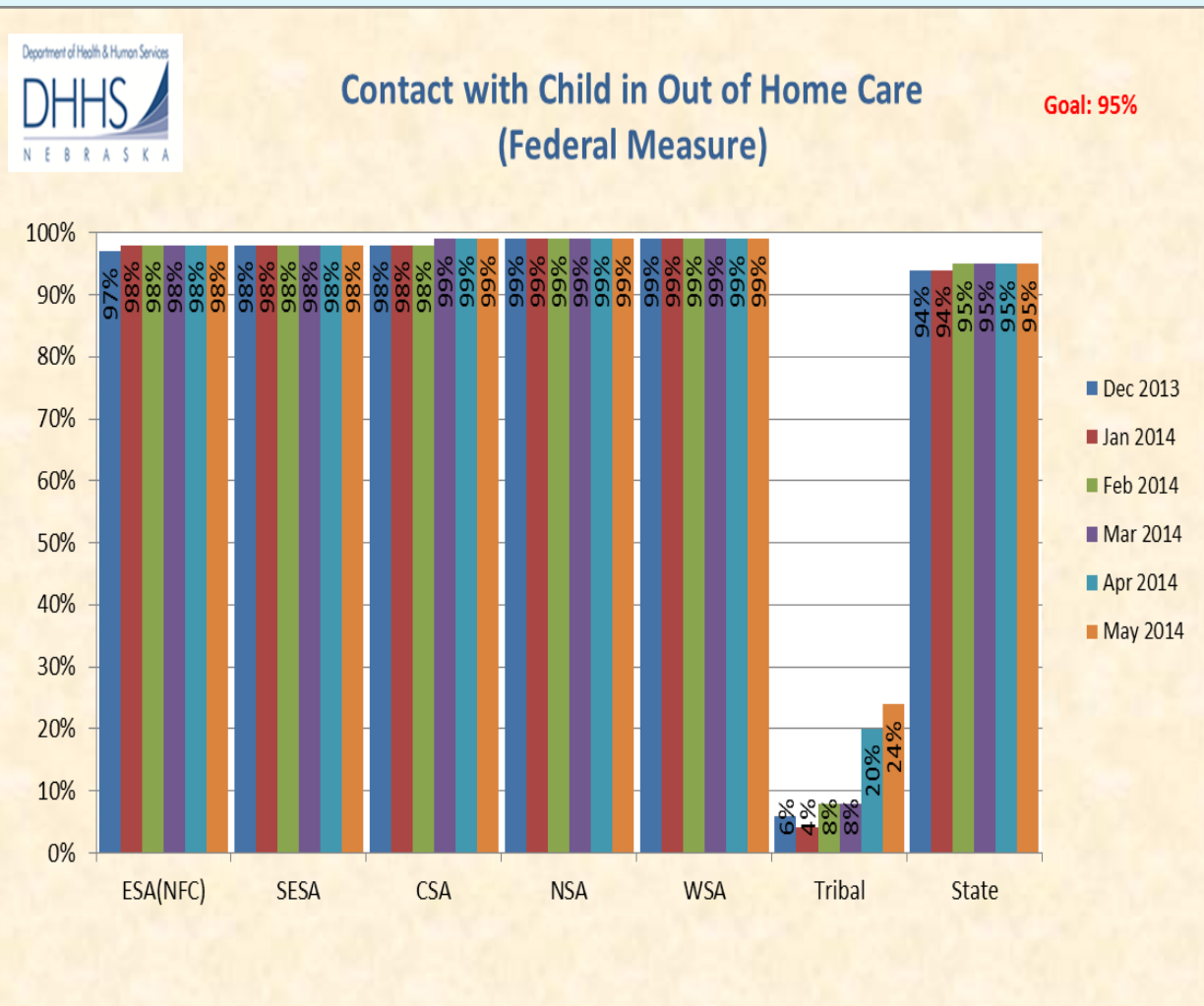
CQI Team Priority:

*Central and Southeast Service Areas

*Tribes

***Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.**

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Case manager will have monthly face to face contact with the child. This federal visitation requirement is a cumulative measure for the federal fiscal year (October to December). Youth are required to be visited 95% of the months they are in out of home care. Data includes OJS Wards. (Data Source: Federal Visitation Data - NFOCUS/InfoView Reports).

Data Review Frequency: Monthly

Monthly Contact with State Wards and Non-Court Involved Child

Strengths/Opportunities:

May 2014: Non Court Case - statewide performance increased to 96.3%. *Note: In May 2012, the state performance was at 53.4% for this measure.*

May 2014: State Wards – statewide decrease to 95.4%. Performance is 97% and above for all Service Areas and tribal cases had a decrease this month.

Barriers:

-Lack of documentation in tribal cases

Action Items:

*Completed:

-Case Management Due Date Report includes Monthly Child Contact.

-Sherri Haber and Sherri Eveleth will work with Vicki Maca to identify and provide support to the tribes

-SAA/CFS Admin have been submitting a list and reasons for all missed worker visits with the child to the Deputy Director for review.

-SAA/CFS Admin have been coordinating visits with all youth placed out of state to ensure visits are taking place every month.

*Planned:

-Some Service areas are planning to implement quality reviews and training with their staff on the quality of face to face contact

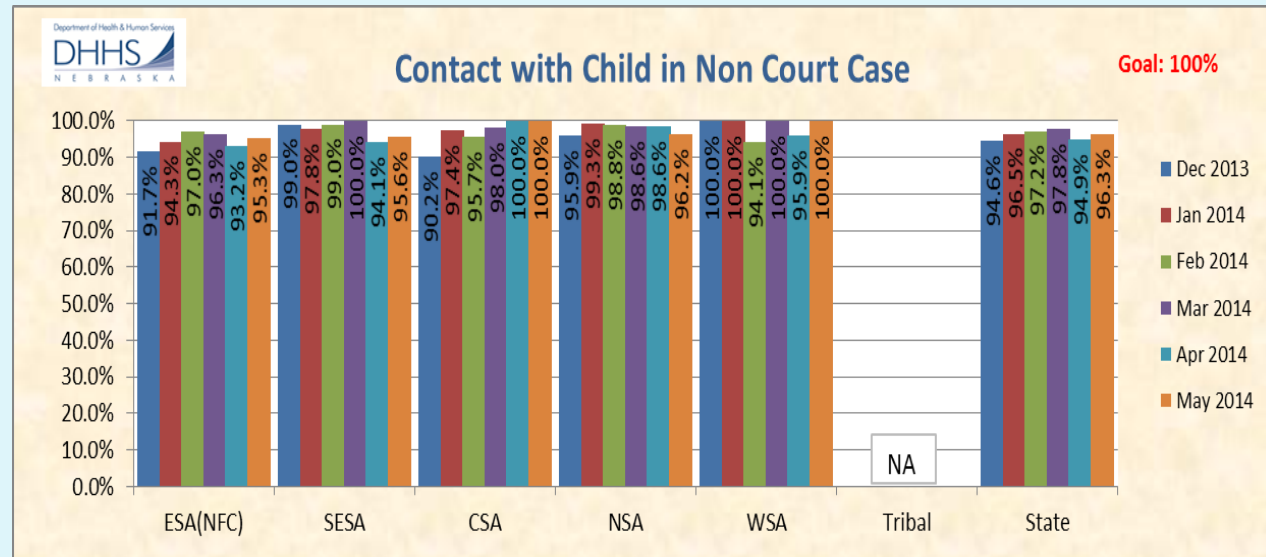
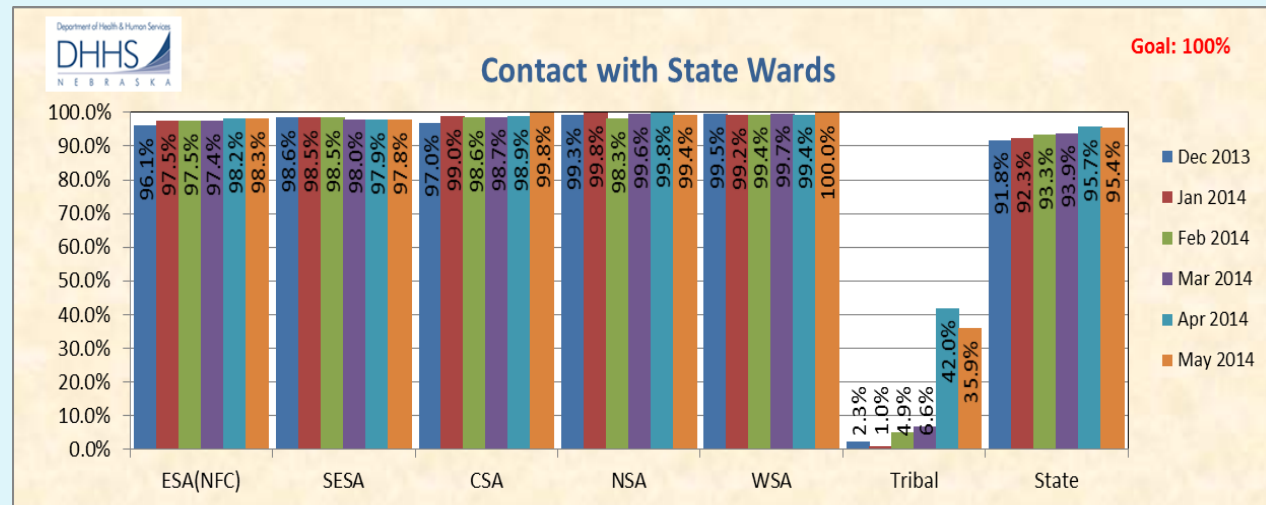
-CQI Team will provide captive and instructions on the new/improved required contact fields on N-FOCUS.

CQI Team Priority:

*Central and Southeast Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Case manager will have monthly face to face contact with the child (Data Source: CWS & OJS Performance Accountability Data - NFOCUS/InfoView Reports).

Data Review Frequency: Monthly

Caseworker Contact with Child CFSR 19

Strengths/Opportunities:

Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

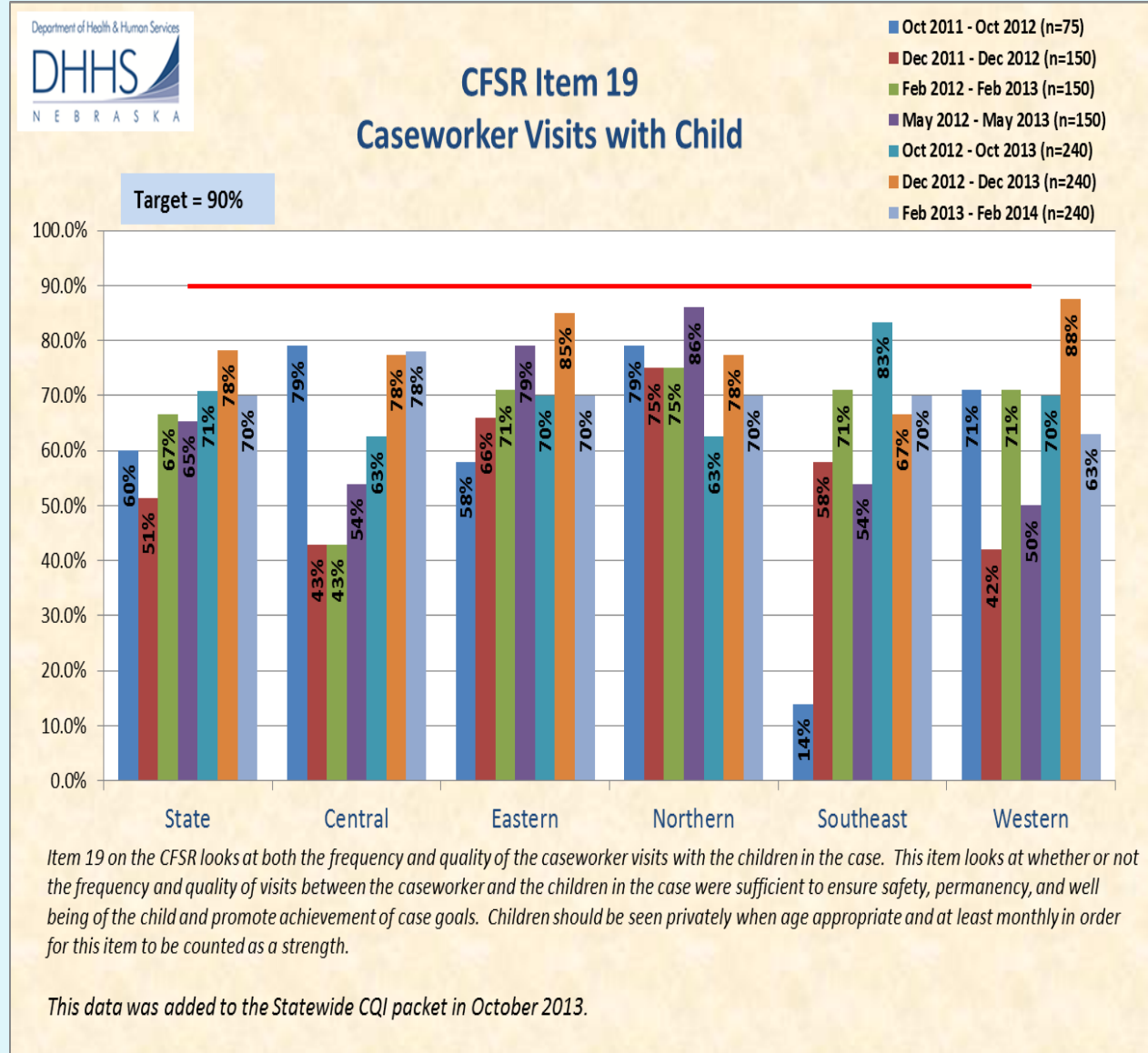
- Lack of ongoing efforts to locate and/or meet with the non-custodial parent on a monthly basis. (in most cases, this is the child's father).
- Lack of good quality documentation during face to face contacts between the worker and the child's mother and father. Documentation should contain sufficient information to address safety, permanency and well-being.

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Monthly

Permanency for Children in Foster Care

Strengths/Opportunities:

May 2014: All Service Areas continue to meet the target goals for this measure.

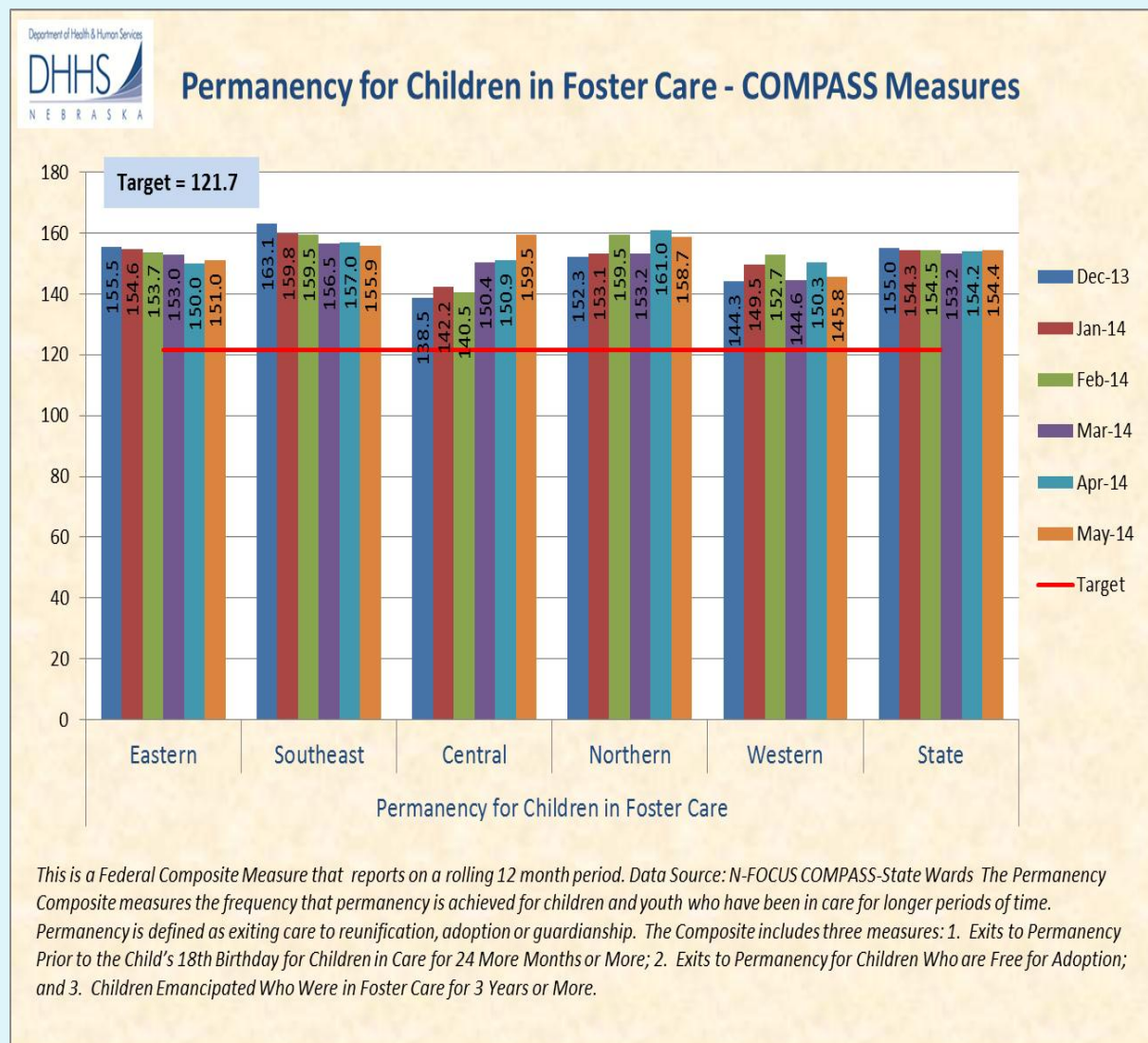
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly (March, June, September, December)

Timeliness of Adoption

Strengths/Opportunities:

May 2014: CSA is the only service area not meeting this measure.

Barriers:

Action Items:

**Completed:*

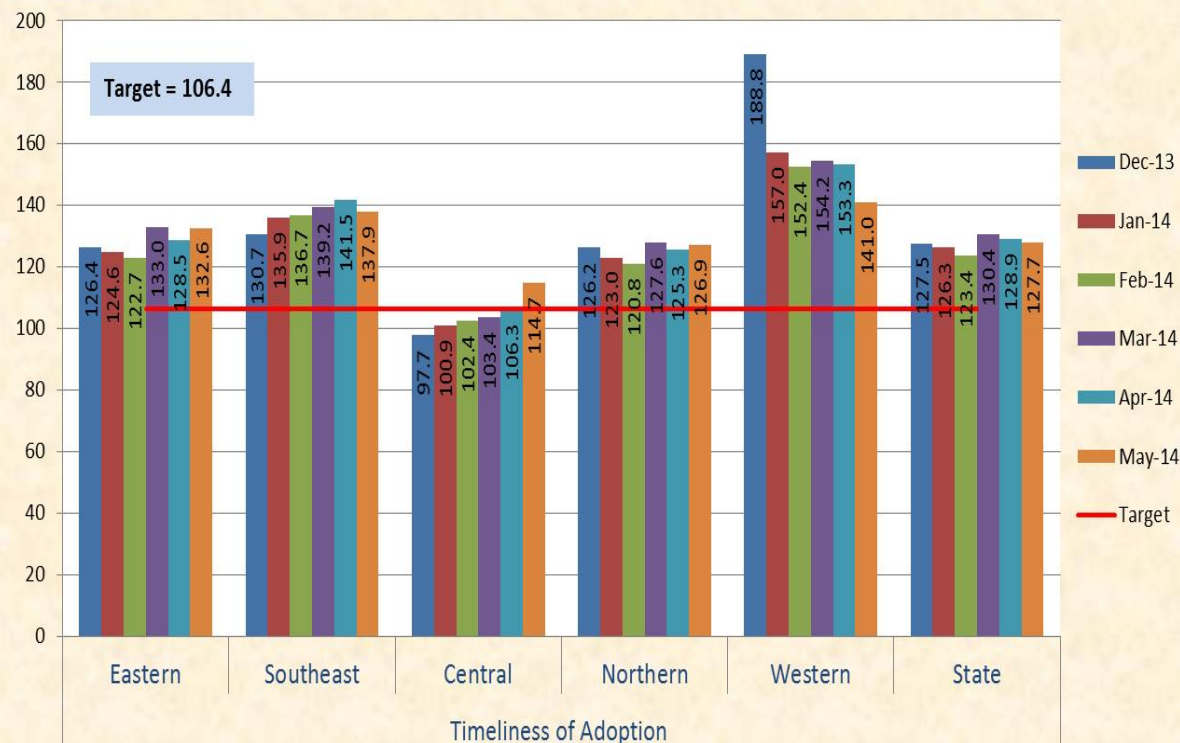
- CQI team corrected the definition of Free for Adoption to no longer include the existence of TPR hearing for this measure.
- Eastern Service Area/NFC completed a review of 119 adoption cases and identified barriers to Adoption in ESA. Eastern Service Area continues to address barriers through Court Collaboration meetings and other processes.

**Planned:*

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Timeliness of Adoption - COMPASS Measures



This is a Federal Composite Measure: Data Source: N-FOCUS COMPASS-State wards. This is a Federal measure that reports on a rolling 12 month period. The Adoption Composite measures the timeliness of adoptions and includes the following five measures: Adoption in less than 24 Months, Median Time to Adoption, Children in care for 17 Months or Longer Who Are Adopted by the End of the Year, Children in Care for 17 Months or Longer Who Are Legally Free for Adoption within 6 Months, and Children Who Are Legally Free for Adoption Who Are Adopted within 12 Months.

Timeliness of Adoption

Strengths/Opportunities:

May 2014: WSA continues to meet the target goal for this measure. ESA was the only one that saw an increase in performance from previous month.

Barriers:

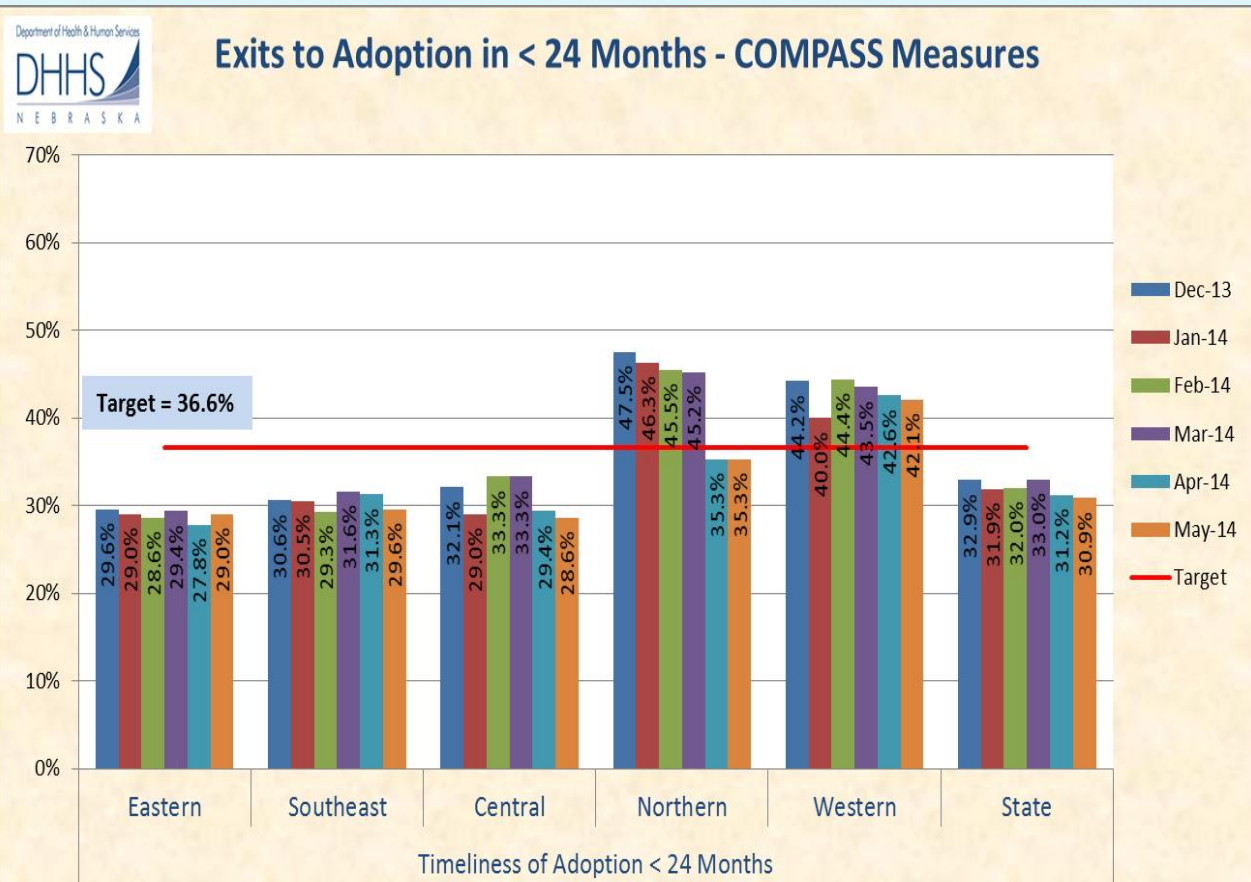
Action Items:

**Completed:*

- CQI team corrected the definition of Free for Adoption to no longer include the existence of TPR hearing for this measure.
- Eastern Service Area/NFC completed a review of 119 adoption cases and identified barriers to Adoption in ESA. Eastern Service Area continues to address barriers through Court Collaboration meetings and other processes.

**Planned:*

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



This is Federal Measure that reports on a rolling 12 month period. Data Source: N-FOCUS COMPASS-State wards. For the reporting year, of all children who were discharged from foster care to a finalized adoption during the year, the percent that were discharged in less than 24 months from the date of the latest removal from the home.

Timeliness & Permanency of Reunification

Strengths/Opportunities:

May 2014: SESA is now the only service area currently meeting this measure. All Service Areas except Western so an increase in their performance over the previous month.

Barriers:

Action Items:

*Completed:

- CFS Staff are utilizing Average Number of Out of Home Report to look at length of time and address barriers for youth who are in Out of Home Care for an extended period of time.
- 40 Day Focus Initiatives
 - A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
 - B.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

*Planned:

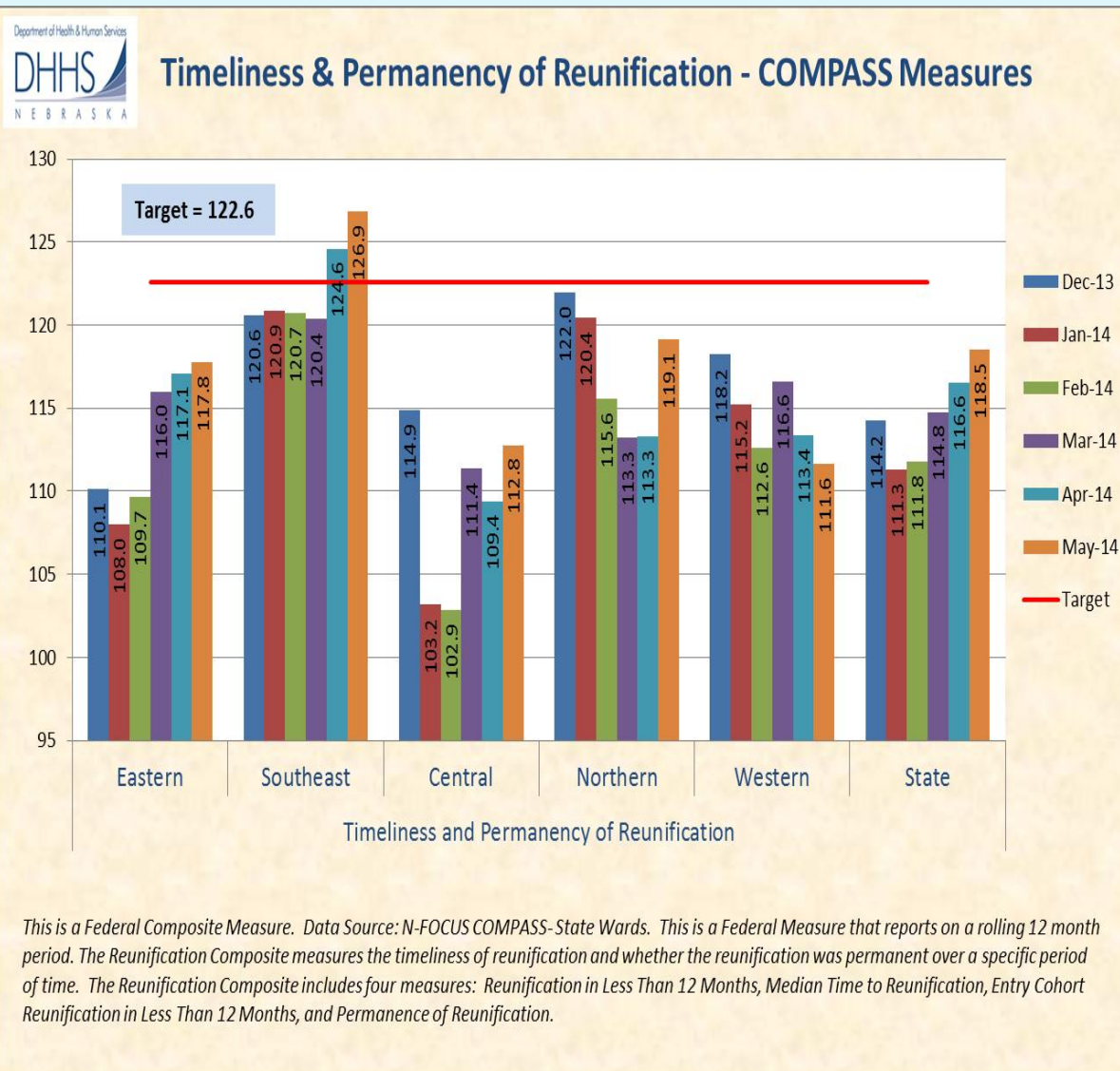
- CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement.
- Service Area CQI teams need to drill down and identify barriers to reunification.
- Service Areas should track how many requests for early hearings are denied.
- Policy & Training will work together to develop quick tip or training materials to remind staff of their role as advocates and experts and to use assessments and tools available to them to request and promote achievement of reunification.

CQI Team Priority:

- *Statewide External Stakeholder Team
- *Eastern, Northern, Southeast and Western Service Areas

***Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.**

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly (March, June, September, December)

Timeliness & Permanency of Reunification

Strengths/Opportunities:

May 2014: 61% of the exits to reunification happen between 0-12 months.

Barriers:

Action Items:

*Completed:

- CFS Staff are utilizing Average Number of Out of Home Report to look at length of time and address barriers for youth who are in Out of Home Care for an extended period of time.
- 40 Day Focus Initiatives
 - A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
 - B.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

*Planned:

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement.

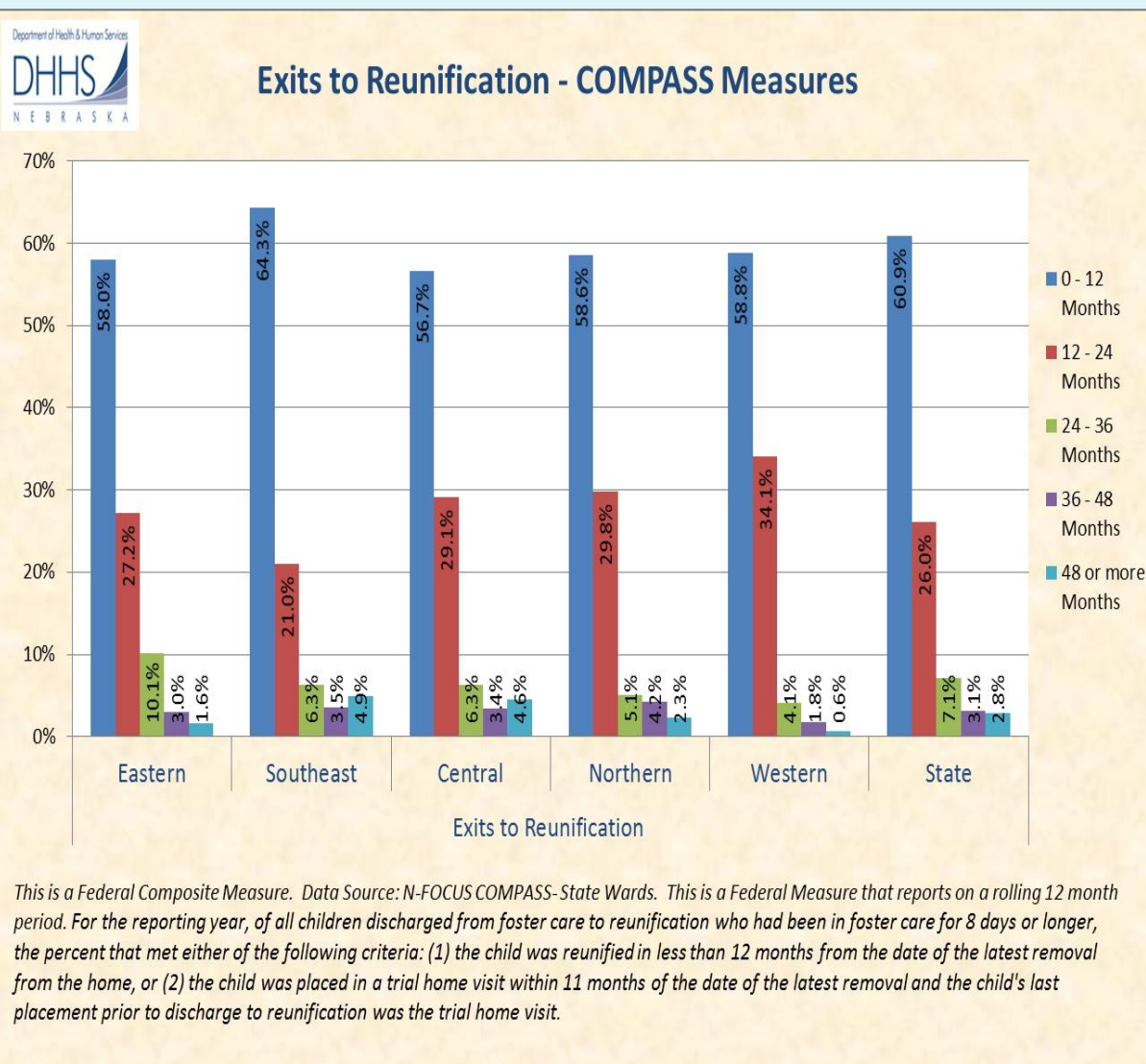
CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly (March, June, September, December)

Timeliness & Permanency of Reunification

Strengths/Opportunities:

May 2014: Decrease in performance in WSA, while increase in all other Service Areas.

Barriers:

Action Items:

**Completed:*

- CFS Staff are utilizing Average Number of Out of Home Report to look at length of time and address barriers for youth who are in Out of Home Care for an extended period of time.

- 40 Day Focus Initiatives

- A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
- B.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

**Planned:*

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement.

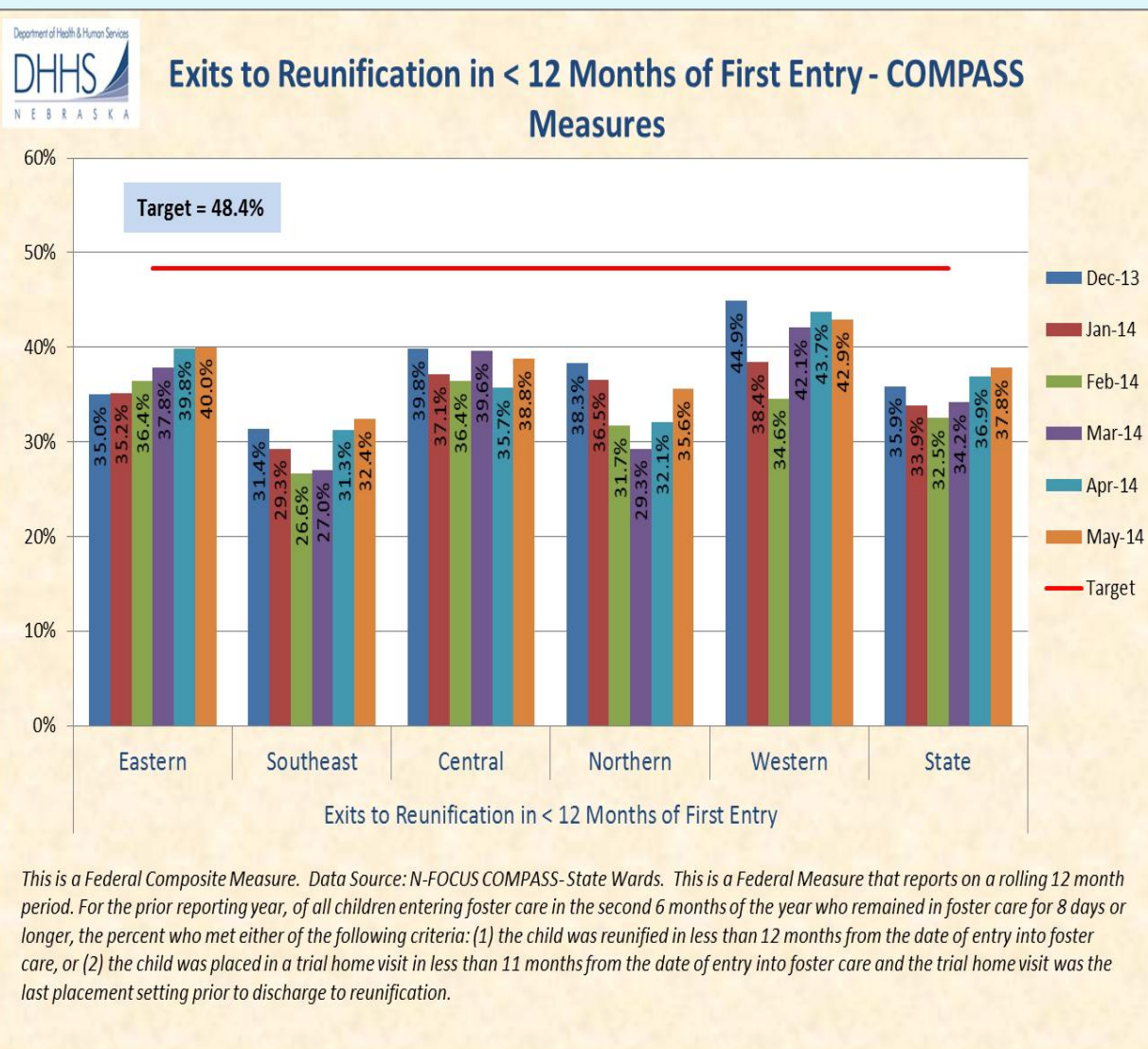
CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas

**Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.*

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly (March, June, September, December)

Timeliness & Permanency of Reunification

Strengths/Opportunities:

May 2014: Statewide increase in Median Months in care from 8.9 to 9.0.

Barriers:

Action Items:

**Completed:*

- CFS Staff are utilizing Average Number of Out of Home Report to look at length of time and address barriers for youth who are in Out of Home Care for an extended period of time.

- 40 Day Focus Initiatives

- A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
- B.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

**Planned:*

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement.

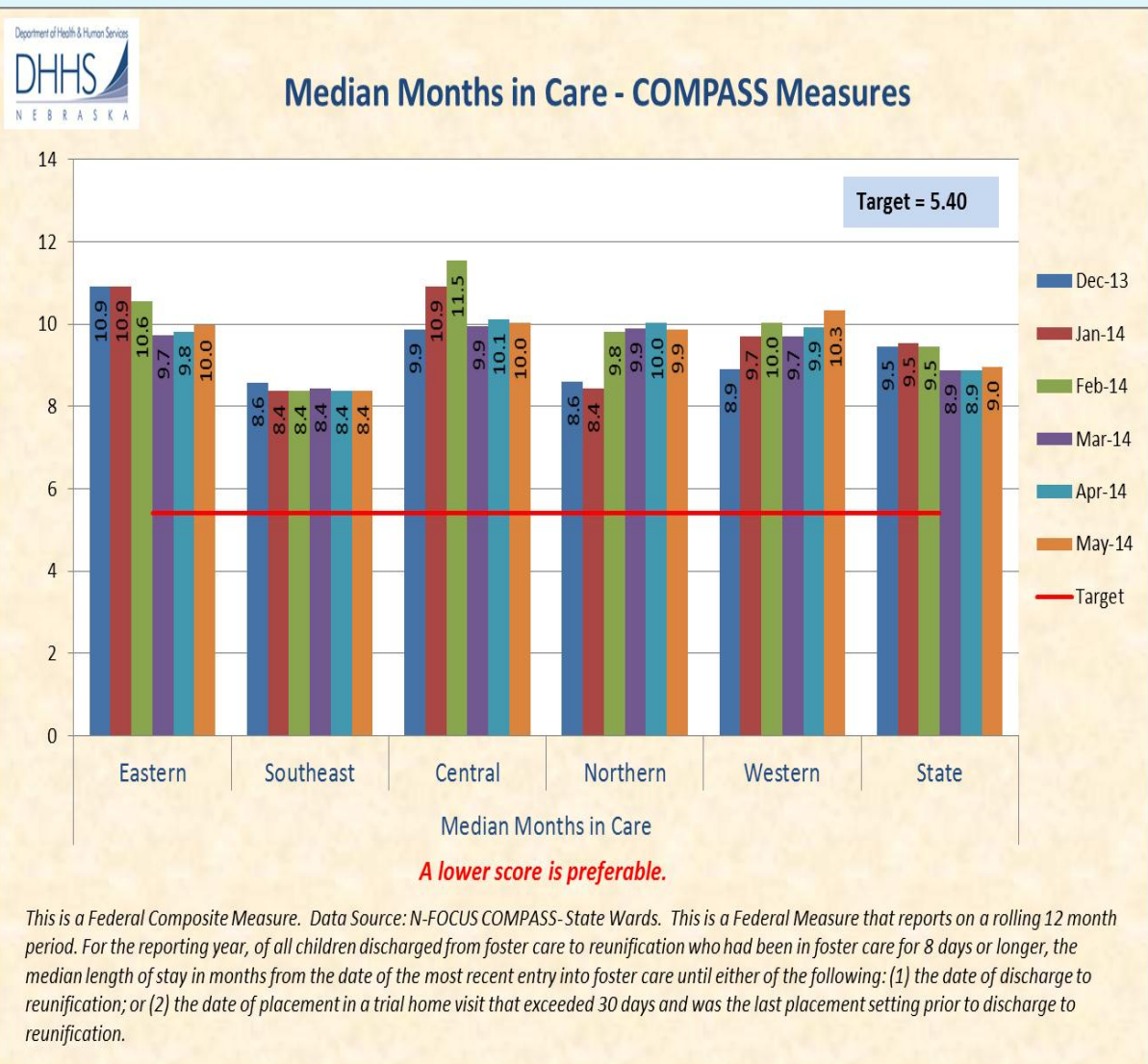
CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas

***Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.**

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly (March, June, September, December)

Timeliness & Permanency of Reunification

Strengths/Opportunities:

May 2014: All Service Areas saw a decrease.

Barriers:

Action Items:

**Completed:*

- CFS Staff are utilizing Average Number of Out of Home Report to look at length of time and address barriers for youth who are in Out of Home Care for an extended period of time.

- 40 Day Focus Initiatives

- A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
- B.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

**Planned:*

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement.

CQI Team Priority:

*Statewide External Stakeholder Team

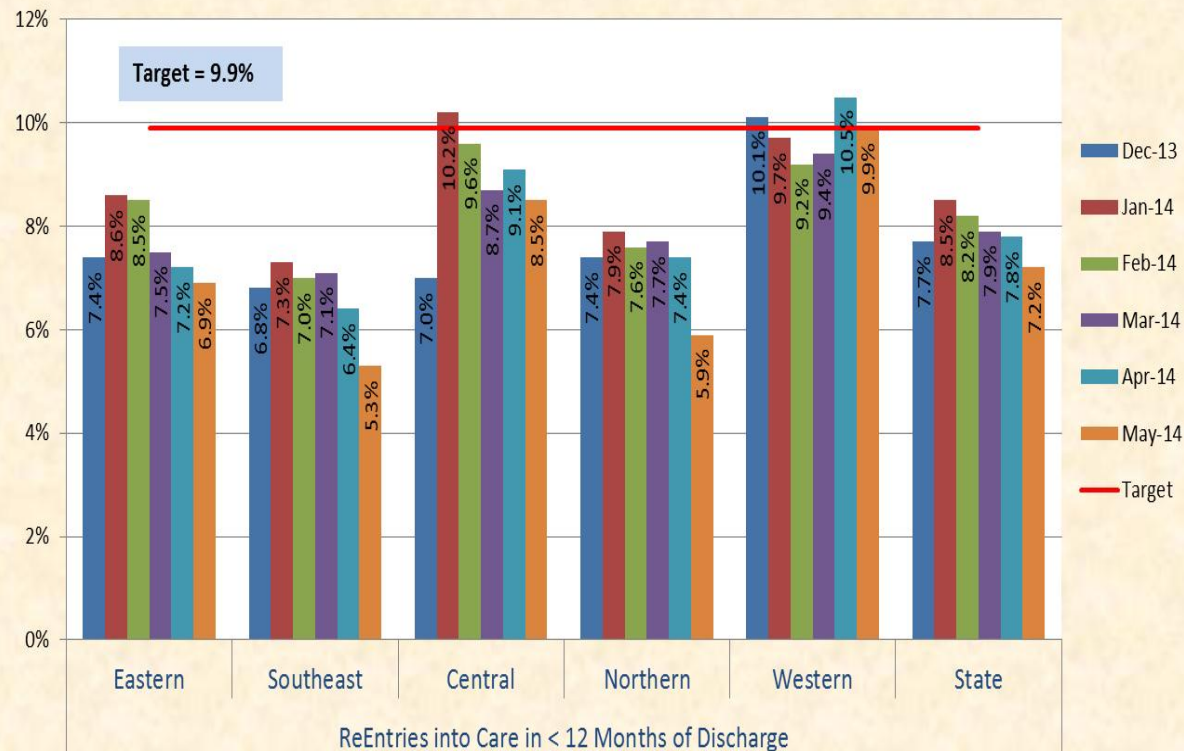
*Eastern, Northern, Southeast and Western Service Areas

**Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.*

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



ReEntries into Care in < 12 Months of Discharge - COMPASS Measures



A lower score is preferable.

This is a Federal Composite Measure. Data Source: N-FOCUS COMPASS-State Wards. This is a Federal Measure that reports on a rolling 12 month period. Of all children discharged from foster care to reunification in the year prior to the reporting year, the percent that re-entered foster care in less than 12 months from discharge from a prior episode.

Data Review Frequency: Quarterly (March, June, September, December)

Placement Stability

Strengths/Opportunities:

May 2014: State performance continues to exceed target goal this month. SESA is the only one not meeting the target.

Barriers:

- Placement disruptions due to child behaviors
- Shortage of foster placements for older youth with behavior needs.

Action Items:

**Completed:*

--Southeast and Western Service Areas are utilizing Denials and Disruption Tracking/Database to address placement stability issues/needs. Other Service Areas will be implementing this tracking method in the future. Data from this system is shared with foster care agency providers.

-CQI Team provided additional data to each Service Area regarding placement changes in N-FOCUS.

**Planned:*

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement

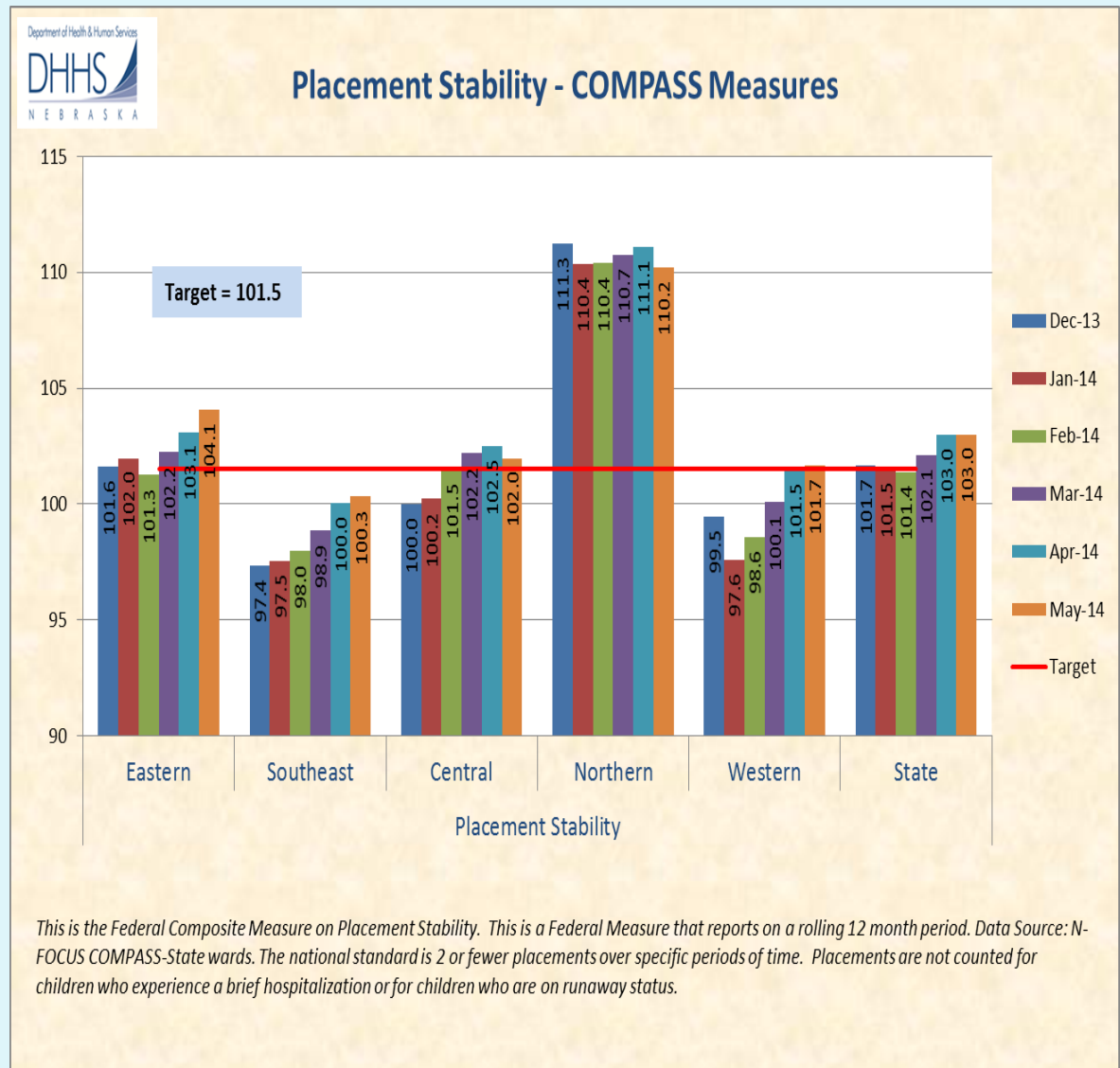
CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas.

***Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.**

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly (March, June, September, December)

Placement Stability

Strengths/Opportunities:

May 2014: State performance continues to exceed target goal this month. CSA is the only one not meeting the target.

Barriers:

- Placement disruptions due to child behaviors
- Shortage of foster placements for older youth with behavior needs.

Action Items:

*Completed:

-Southeast and Western Service Areas are utilizing Denials and Disruption Tracking/Database to address placement stability issues/needs. Other Service Areas will be implementing this tracking method in the future. Data from this system is shared with foster care agency providers.

-CQI Team provided additional data to each Service Area regarding placement changes in N-FOCUS.

*Planned:

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement

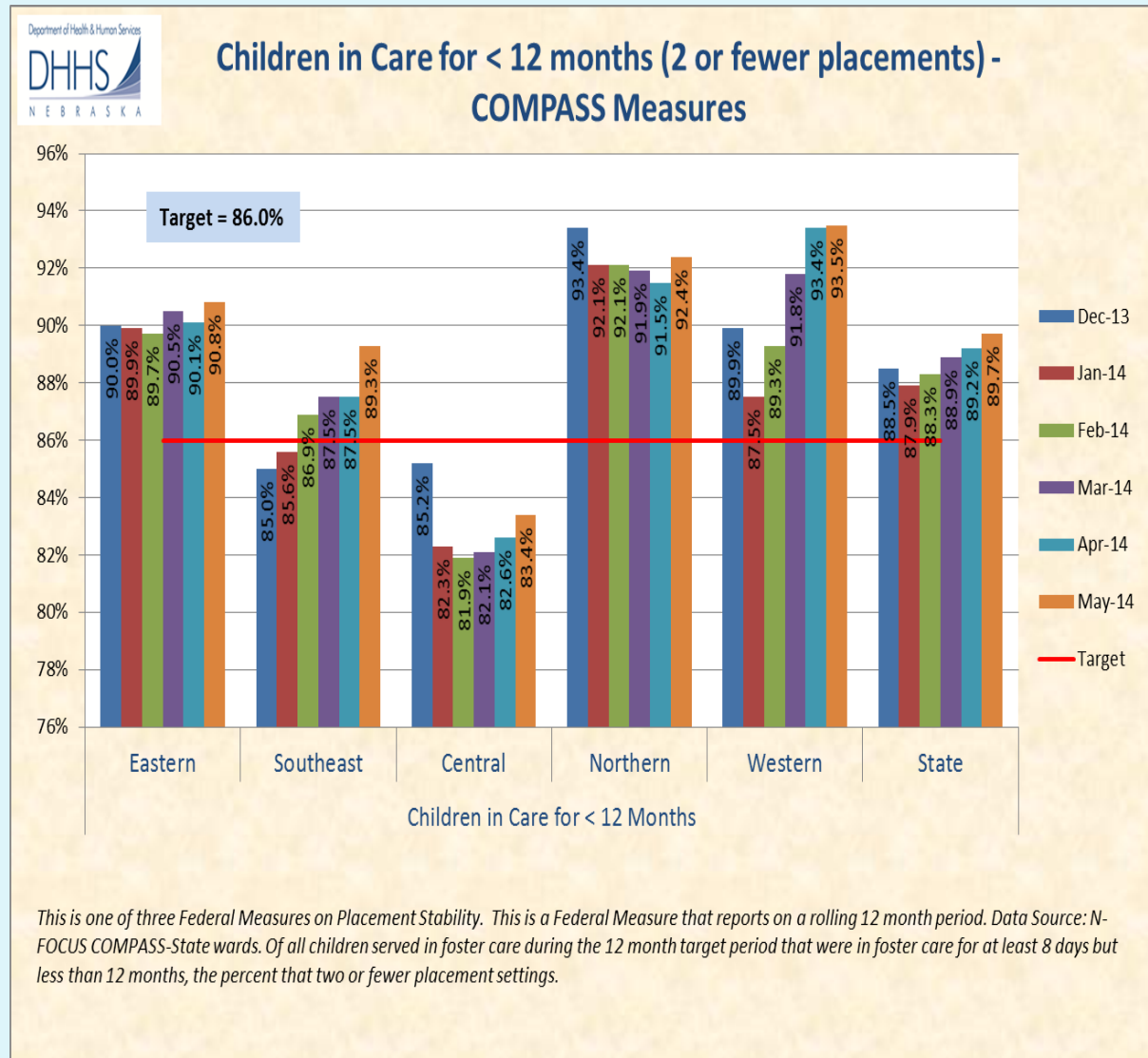
CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas.

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly (March, June, September, December)

Placement Stability

Strengths/Opportunities:

May 2014: State performance continues to exceed target goal this month. WSA is the only one not meeting the target.

Barriers:

- Placement disruptions due to child behaviors
- Shortage of foster placements for older youth with behavior needs.

Action Items:

**Completed:*

-Southeast and Western Service Areas are utilizing Denials and Disruption Tracking/Database to address placement stability issues/needs. Other Service Areas will be implementing this tracking method in the future. Data from this system is shared with foster care agency providers.

-CQI Team provided additional data to each Service Area regarding placement changes in N-FOCUS.

**Planned:*

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement

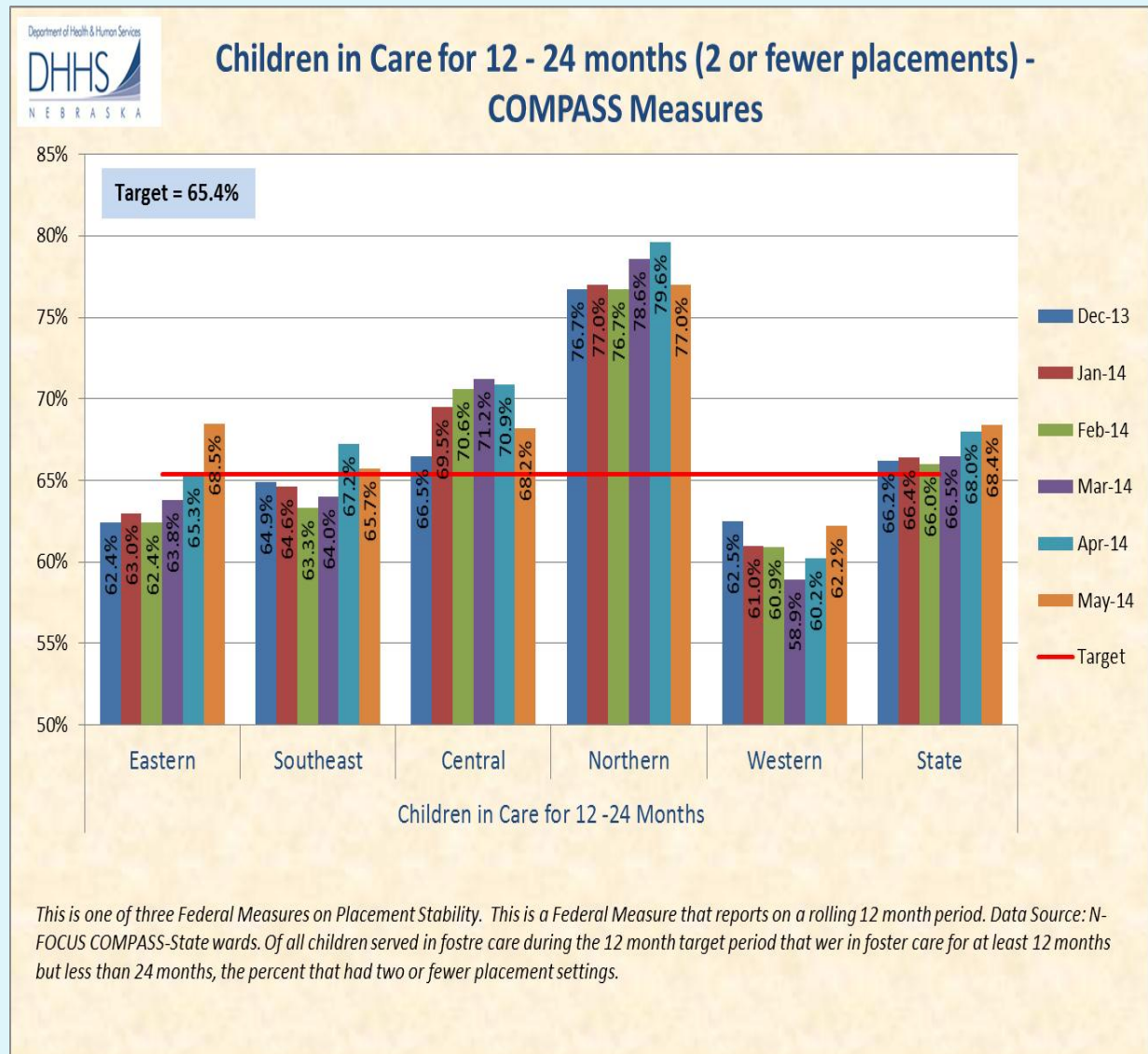
CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas.

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly (March, June, September, December)

Placement Stability

Strengths/Opportunities:

May 2014: CSA continues to exceed the target goal for this measure. Statewide performance is at 37.3% which is below the target goal of 41.8%

Barriers:

- Placement disruptions due to child behaviors
- Shortage of foster placements for older youth with behavior needs.

Action Items:

**Completed:*

-Southeast and Western Service Areas are utilizing Denials and Disruption Tracking/Database to address placement stability issues/needs. Other Service Areas will be implementing this tracking method in the future. Data from this system is shared with foster care agency providers.

-CQI Team provided additional data to each Service Area regarding placement changes in N-FOCUS.

**Planned:*

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement

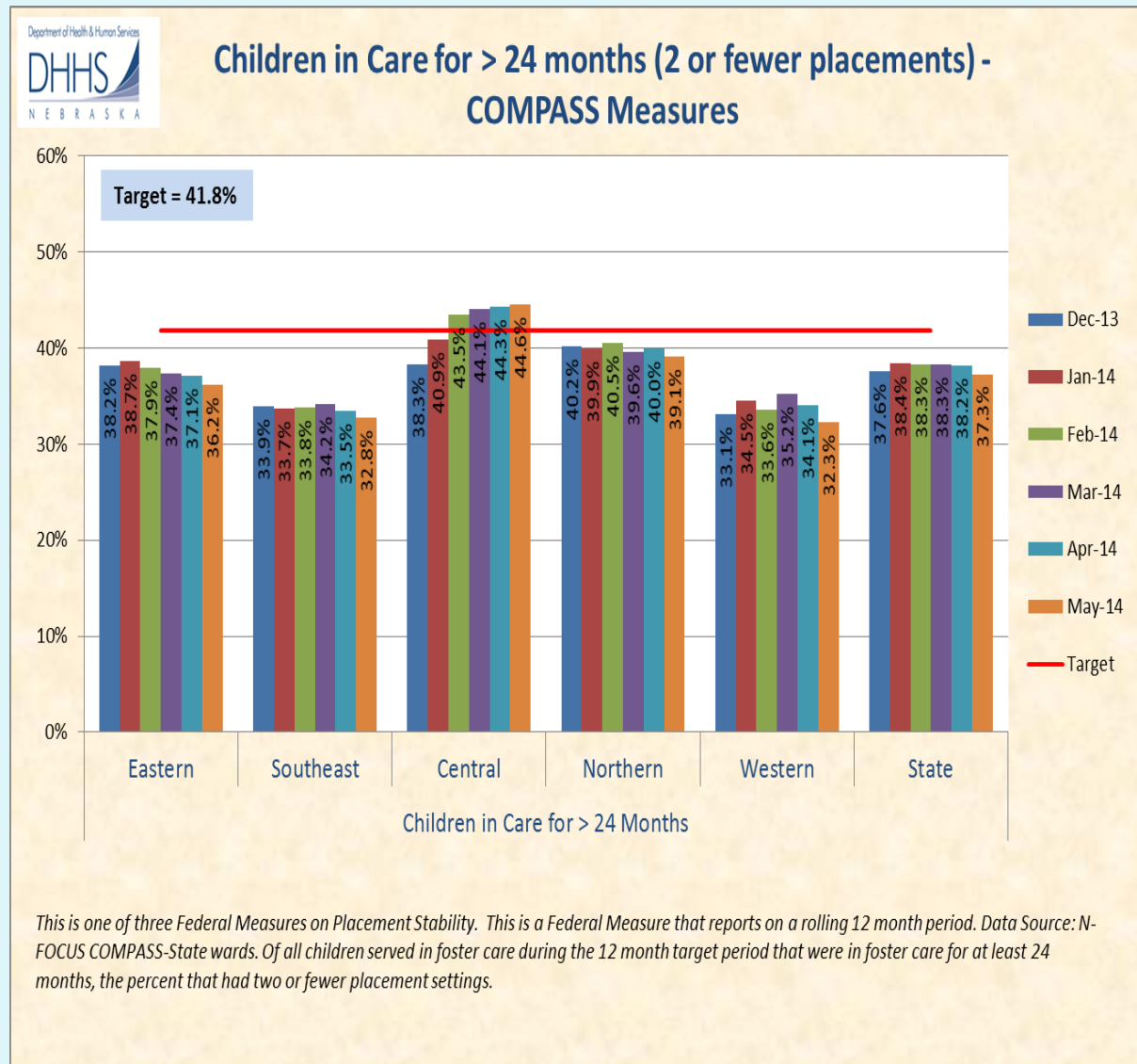
CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas.

***Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.**

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly (March, June, September, December)

Kinship Care for Out of Home Wards

Strengths/Opportunities:

Mar 2014: WSA has the highest percentage of wards placed in kinship care (52.3%). Central has the lowest number of wards in kinship care (38%).

Barriers:

Action Items:

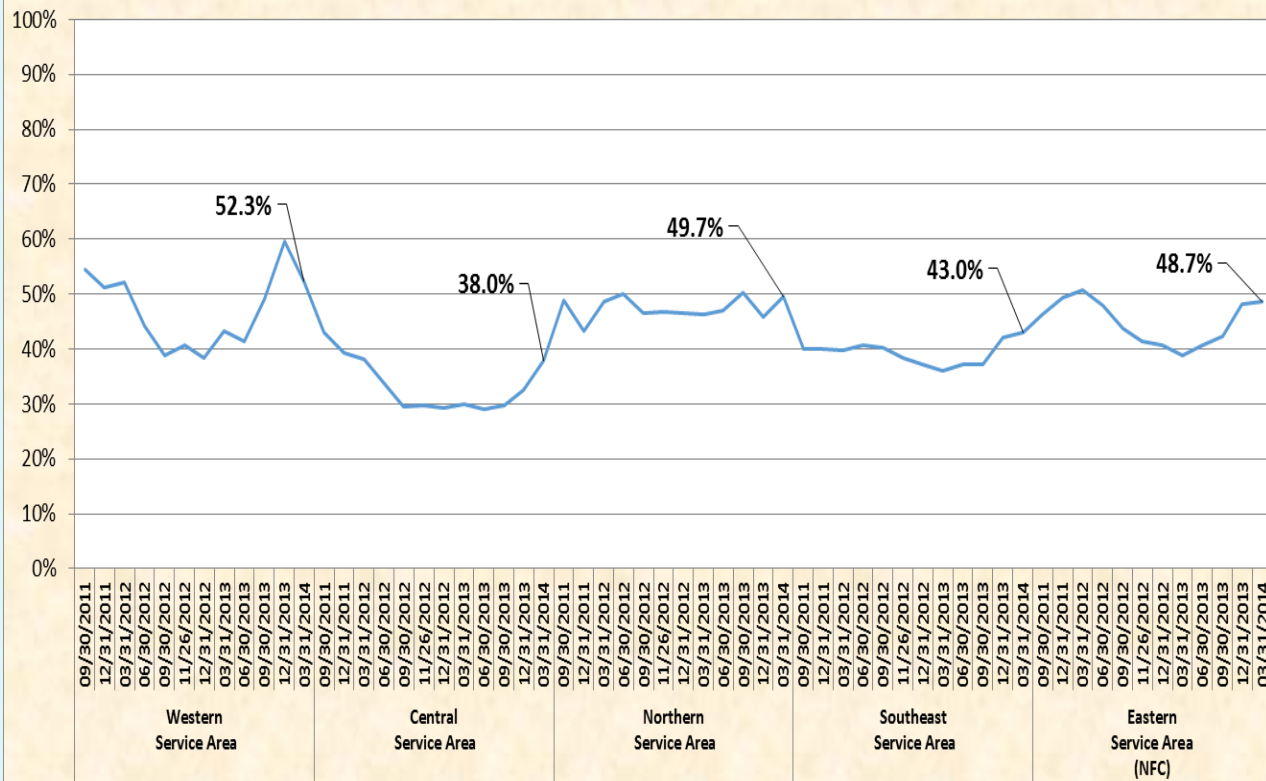
**Completed:*

**Planned:*

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Proportion of State Wards Placed in Kinship to Non-Kinship Foster Care by Service Area



Per LB 265 (July 2013) a "kinship home means a home where a child or children receive foster care and at least one of the primary caretakers has previously lived with or is a trusted adult that has a pre-existing, significant relationship with the child or children or a sibling of such a child or children...."

Safely Decrease the Number of OOH Wards by Moving Them Back to In-Home Care

Strengths/Opportunities:

Barriers:

Action Items:

**Completed:*

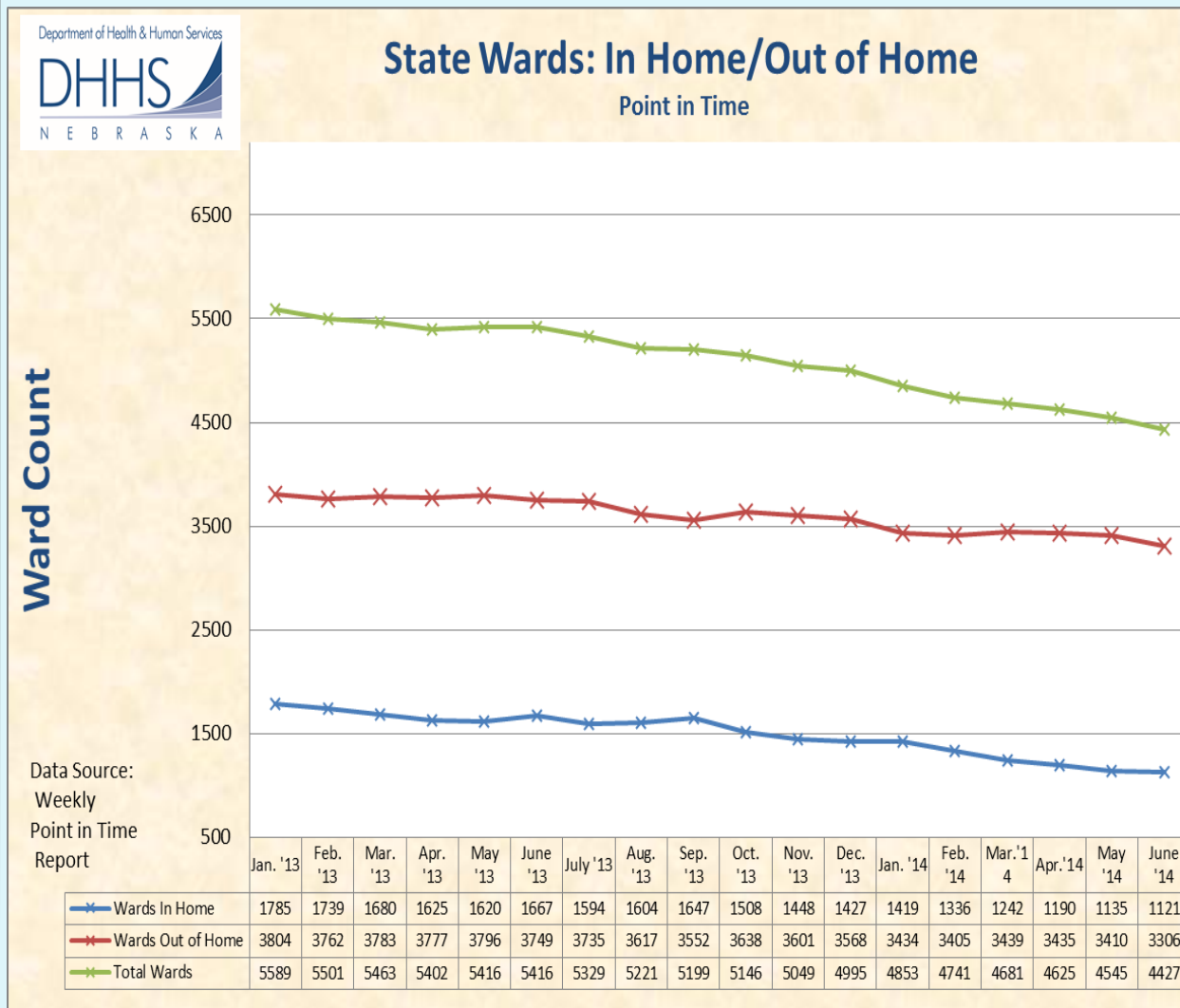
- 40 Day Focus Initiatives
 - A.) All wards living at home 60 days or more. 421 wards achieved permanency as a result of this initiative.
 - B.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
 - C.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

**Planned:*

CQI Team Priority:

* Statewide

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly

Point in time report 4/7/2013 OOH court wards using 2012 Claritas youth population < 19

Safely Decrease the Number of OOH Wards by Moving Them Back to In-Home Care

Strengths/Opportunities:

Mar 2014: WSA has the highest proportion of Out of home wards to in home wards at 81.6%. Southeast has the lowest proportion at 67.4%.

Barriers:

Action Items:

****Completed:***

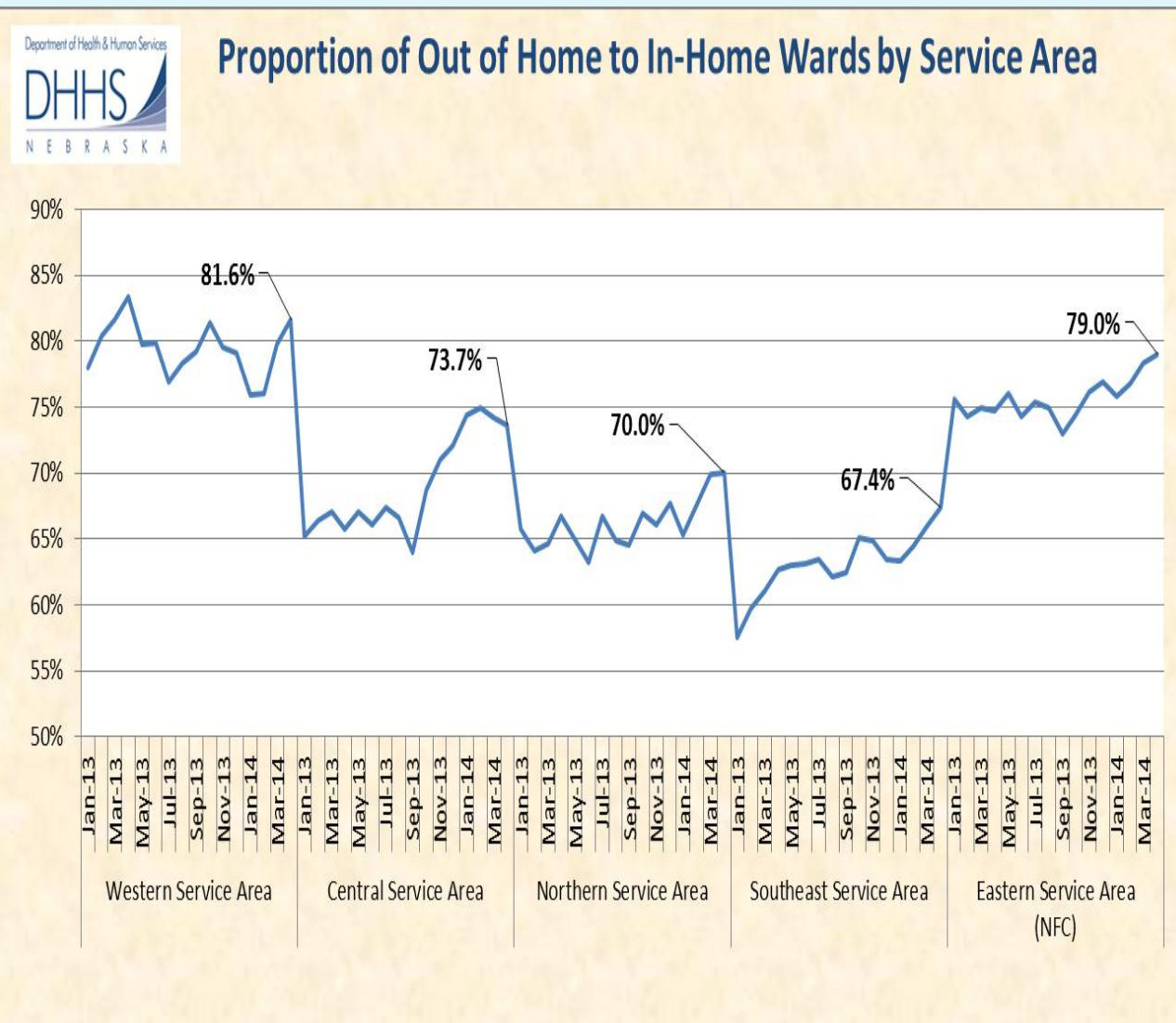
- 40 Day Focus Initiatives
 - A.) All wards living at home 60 days or more. 421 wards achieved permanency as a result of this initiative.
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 - C.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

****Planned:***

CQI Team Priority:

* Statewide

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly

Point in time report 4/7/2013 OOH court wards using 2012 Claritas youth population < 19

CHAPTER 4: HEALTHY CHILDREN

OUTCOME STATEMENT: CHILDREN WILL DEMONSTRATE POSITIVE WELL-BEING OUTCOMES

Goal Statement: Children will demonstrate improvements in Physical Health, Behavior Health and in Educational domains

AFCARS Youth Exiting to Emancipation

Strengths/Opportunities:

FY 2013:

-Overall decrease in the number of wards exiting to emancipation since Federal Fiscal Year 2012 (Decrease of 58 youth).

Barriers:

Action Items:

*Completed:

*Planned:

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Demonstrate Positive Well-Being Outcomes

3.4 Exits to Emancipation (%)

Nebraska: 2009, 2010, 2011, 2012, 2013

	2009	2010	2011	2012	2013
Children Age 12 or Younger at Entry	11.8	12.2	11	11.5	8.9
Children Older Than 12 at Entry	88.2	87.8	89	88.5	91.1
Missing Data	0	0	0	0	0
Number	330	304	301	304	246

Emancipation (AFCARS N-FOCUS Definition): Youth who exited out of home care and DHHS custody due to one of the following reasons: "Independent Living Achieved", "Reached the Age of Majority", "Marriage" or "Joined the Military".

Needs and Services for the Child (Educational Needs – CFSR Item 21)

Strengths/Opportunities:

Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

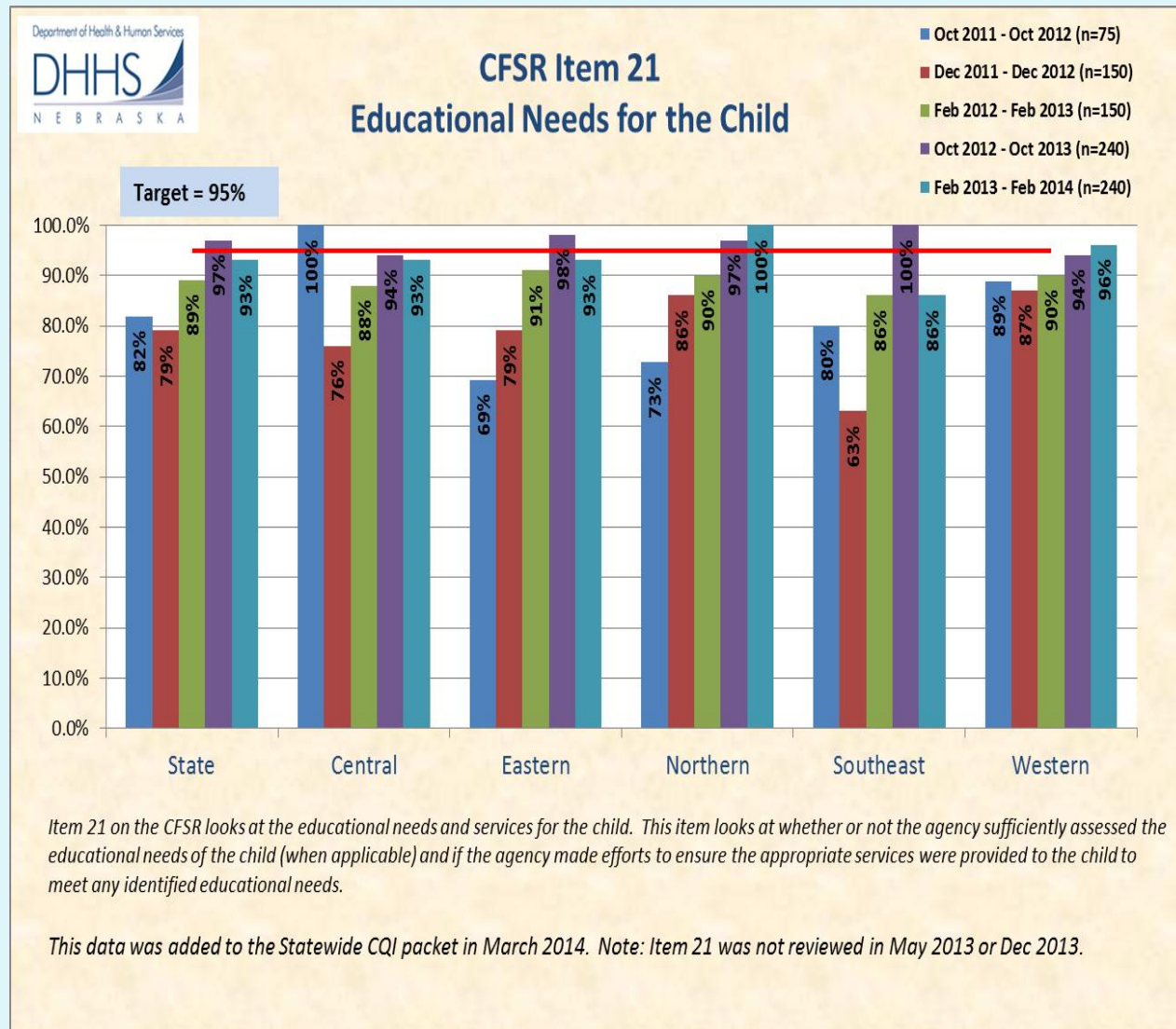
- Lack of documentation of efforts address child's poor performance in school.
- Lack of documentation addressing siblings of OJS or 3B youth.

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Children Will Demonstrate Positive Well-Being Outcomes



Needs and Services for the Child
(Physical Health Needs –
CFSR Item 22)

Strengths/Opportunities:

Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

- Out of home Cases: Lack of documentation of a physical or dental exam and/or results from the exam during the PUR.

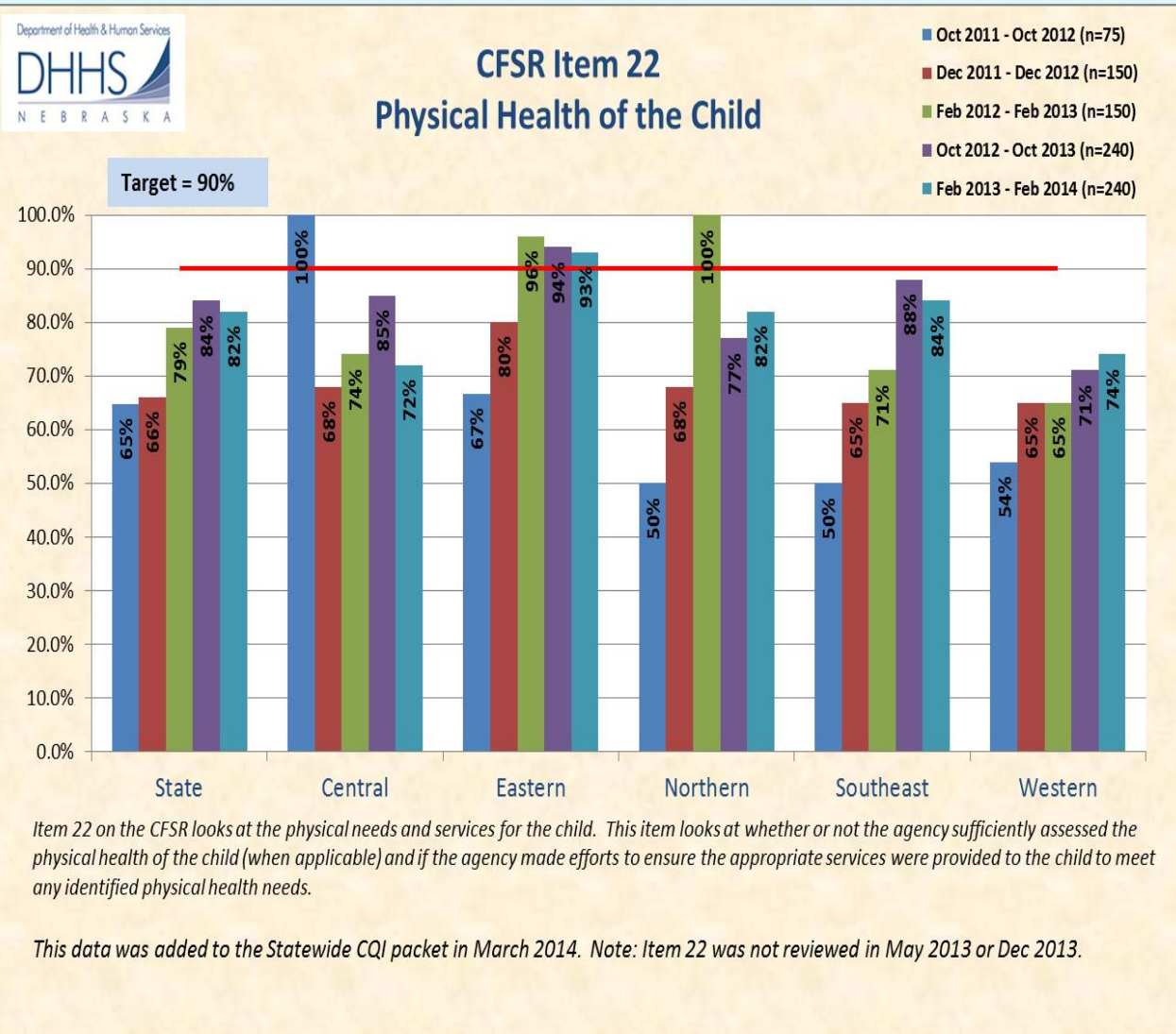
- In home Cases: Lack of documentation of assessment of physical health for cases that opened in the PUR due to concerns of physical abuse or medical neglect. Lack of documentation addressing siblings of OJS or 3B youth.

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Children Will Demonstrate Positive Well-Being Outcomes



Data Review Frequency: Monthly

Needs and Services for the Child
(Mental/Behavioral Health Needs –
CFSR Item 23)

Strengths/Opportunities:

Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

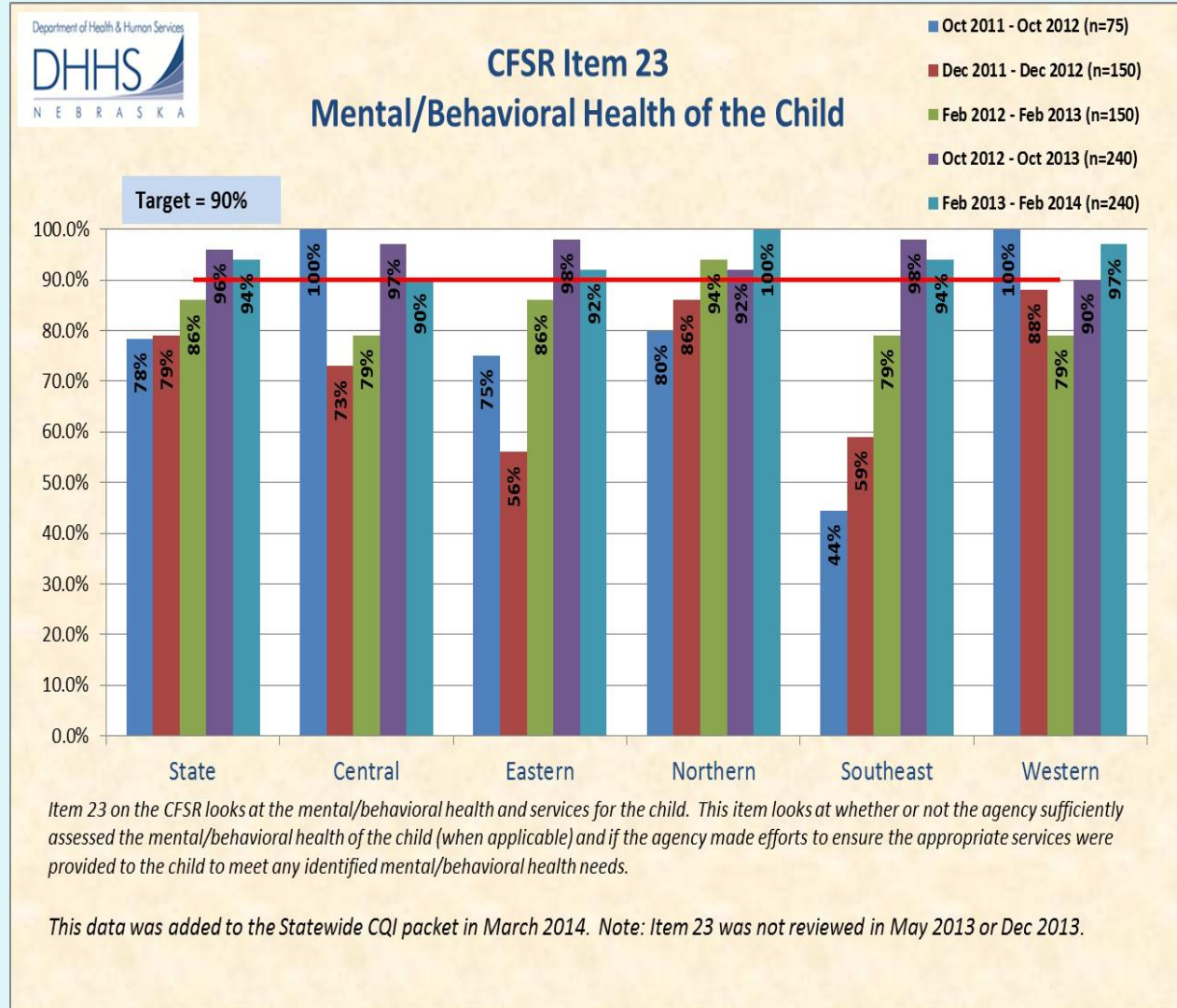
- Out of home Cases: Lack of documentation to support ongoing assessment of child's mental health needs upon return to the parent's home.
- In home Cases: Lack of documentation regarding siblings of OJS or 3B youth to determine if mental health needs are being addressed for those youth.

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Children Will Demonstrate Positive Well-Being Outcomes



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CHAPTER 5: WORKFORCE STABILITY

OUTCOME STATEMENT: THE DIVISION OF CHILDREN AND FAMILY SERVICES' WORKFORCE IS WELL-QUALIFIED, TRAINED, SUPERVISED AND SUPPORTED

Goal Statement: Build and support a stable workforce to promote positive outcomes for children and families

CFS Staff Vacancy Rate

Strengths/Opportunities:

May 2014: Increase to 12.1% this month. ESA has the highest vacancy at 17.8%.

Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: The Division of Children and Family Services' Workforce is well-qualified, trained, Supervised and Supported

CFSS + CFSS/T														
Location	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Central Service Area	8.9%	5.3%	6.9%	5.2%	8.8%	10.9%	7.3%	9.4%	1.9%	2.0%	0.0%	2.0%	11.8%	17.0%
Eastern Service Area	6.5%	3.7%	3.7%	3.7%	6.5%	8.3%	8.3%	7.5%	10.4%	10.5%	14.3%	14.3%	11.2%	17.8%
Northern Service Area	13.3%	9.6%	12.0%	16.9%	20.5%	18.1%	8.9%	5.1%	5.3%	4.1%	2.8%	2.8%	7.0%	7.0%
Southeast Service Area	5.9%	6.2%	1.8%	1.9%	6.2%	6.2%	3.1%	2.6%	5.2%	2.8%	6.3%	9.8%	13.2%	13.4%
Western Service Area	1.4%	4.3%	7.0%	9.9%	12.7%	7.0%	8.5%	0.0%	4.8%	4.8%	0.0%	1.7%	0.0%	0.0%
Total	7.0%	5.8%	5.4%	6.4%	10.0%	9.4%	6.6%	4.6%	6.0%	5.1%	6.0%	7.7%	9.8%	12.1%
YSS I														
Location	May-13	Jun-13	Jul-13	Aug-13	Aug-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
YRTC Geneva	20.0%	20.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	10.0%	10.0%	10.0%
YRTC Kearney	0.0%	0.0%	7.1%	14.3%	6.7%	6.7%	13.3%	14.3%	13.3%	12.5%	6.7%	13.3%	20.0%	26.7%
Total	8.3%	8.3%	8.3%	8.3%	4.0%	4.0%	8.0%	8.3%	8.0%	7.7%	8.0%	12.0%	16.0%	20.0%
YSS II														
Location	May-13	Jun-13	Jul-13	Aug-13	Aug-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
YRTC Geneva	16.7%	13.3%	6.7%	10.0%	6.7%	6.7%	6.7%	3.3%	16.7%	10.0%	16.7%	16.7%	13.3%	0.0%
YRTC Kearney	8.0%	15.7%	17.6%	21.6%	28.0%	30.6%	26.5%	26.0%	21.7%	17.4%	6.5%	19.6%	13.0%	17.4%
Total	11.3%	14.8%	13.6%	17.3%	20.0%	21.5%	19.0%	17.5%	19.7%	14.5%	10.5%	18.4%	13.2%	10.5%

*Date is effective as of first day of posted month

Data Review Frequency: Quarterly

Vacancies are allocated positions not filled, excluding frozen positions

NFC Staff Vacancy Rate

Strengths/Opportunities:

May 2014: NFC Vacancy Rate decreased to 6.5%

Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: The Division of Children and Family Services' Workforce is well-qualified, trained, Supervised and Supported

VACANCY RATES

	Jan 14**			Feb 14**			Mar14**			Apr14**			May14**		
Location	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
NFC**	14***	168	8.33%	19***	168	11.30%	17***	168	10.11%	14***	168	8.33%	11***	168	6.54%

**includes Family Permanency Supervisors and Family Permanency Specialists (based on 148 fully trained Family Permanency Specialists and 20 Family Permanency Supervisors)

***This does not include the 13 Family Permanency Specialist Trainees

CFS Staff Turnover

Strengths/Opportunities:

May 2014: 18 CFS Specialists left
DHHS Employment this month.

Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: The Division of Children and Family Services' Workforce is well-qualified, trained, Supervised and Supported

Protection and Safety Turnover Percent*

Title	May 2013	June 2013	July 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014
CFS Spec Trainee	1.89%	6.12%	7.32%	14.29%	5.13%	4.26%	4.88%	5.56%	3.33%	0.00%	0.00%	6.25%	0.00%
CFS Specialist	1.99%	2.21%	2.21%	3.03%	1.01%	1.78%	1.54%	0.00%	2.63%	1.81%	1.32%	2.71%	5.19%
CFS Supervisors	1.32%	2.74%	2.82%	2.90%	0.00%	0.00%	0.00%	0.00%	0.00%	1.50%	0.00%	1.47%	0.00%

Turnover Percent May 2014

Title	CSA PS	ESA PS	NSA PS	SESA PS	WSA PS
CFS Spec Trainee	0.00%	0.00%	0.00%	0.00%	0.00%
CFS Specialist	4.94%	7.45%	0.00%	8.33%	1.82%
CFS Supervisors	0.00%	0.00%	0.00%	0.00%	0.00%

Turnover Counts May 2014

Title	CSA PS	ESA PS	NSA PS	SESA PS	WSA PS
CFS Spec Trainee	0	0	0	0	0
CFS Specialist	2	6	0	9	1
CFS Supervisors	0	0	0	0	0

Aggregate Counts

Title	Total Employee	Term Employee	Turnover
CFS Spec Trainee	20	0	0.00%
CFS Specialist	347	18	5.19%
CFS Supervisors	69	0	0.00%

*Note: Turnover rates are calculated using filled positions at the end of the month and includes only those employees who left DHHS employment during that month. It does not include employees who transferred from one program or Division to another within DHHS. Turnover is as of the last day of posted month.

NFC Staff Turnover

Strengths/Opportunities:

May 2014: Decrease in turnover for FPS.

Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: The Division of Children and Family Services' Workforce is well-qualified, trained, Supervised and Supported

NEBRASKA FAMILIES COLLABORATIVE TURNOVER PERCENT*												
Title	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
FPS Trainee	0%	0	0%	0%	9.09%	0%	8.33%	9.09%	5.88%	0%	0%	0%
FPS	4.44%	5.22%	4.69%	11.21%	3.33%	2.36%	3.88%	3.73%	3.88%	3.05%	2.23%	2.18%
FP Supervisor	0%	4.76%	4.54%	5%	0%	0%	0%	5.55%	0%	0%	0%	0%



Aggregate Counts – October 2013			
Title	Total Employees	Term Employees	Turnover
FPS Trainee	13	0	0%
FPS	137	3	2.18%
FP Supervisor	20	0	0%

YRTC Staff Turnover

Strengths/Opportunities:

May 2014: Decrease in YSS I turnover and increase in YSS II turnover.

Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: The Division of Children and Family Services' Workforce is well-qualified, trained, Supervised and Supported

YRTC Turnover Percent*

Title	May 2013	June 2013	July 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014
YOUTH SECURITY SPECIALIST I	0.00%	2.35%	4.75%	0.00%	0.00%	4.64%	4.87%	0.00%	0.00%	3.44%	2.35%	9.62%	0.00%
YOUTH SECURITY SPECIALIST II	4.38%	2.84%	6.01%	6.37%	7.78%	0.00%	3.10%	5.00%	3.11%	1.49%	3.26%	1.53%	2.99%

Turnover Percent May 2014

Title	Geneva	Kearney
YOUTH SECURITY SPECIALIST I	0.00%	0.00%
YOUTH SECURITY SPECIALIST II	0.00%	5.26%

Turnover Counts May 2014

Title	Geneva	Kearney
YOUTH SECURITY SPECIALIST I	0	0
YOUTH SECURITY SPECIALIST II	0	2

Aggregate Counts

Title	Total Employee	Term Employee	Turnover
YOUTH SECURITY SPECIALIST I	19.3	0	0.00%
YOUTH SECURITY SPECIALIST II	66.80	2	2.99%

Note: Turnover rates are calculated using filled positions at the end of the month and includes only those employees who left **DHHS employment during that month. It does not include employees who transferred from one program or Division to another within DHHS. Turnover is as of the last day of posted month.*

CHAPTER 6: SERVICE ARRAY

OUTCOME STATEMENT: CHILDREN AND FAMILIES HAVE ACCESS TO QUALITY SERVICES

Goal Statement: NE's service array will assess the strengths and needs of children and families and determine other service needs, address the needs of families in addition to Individual children in order to create a safe home environment, enable children to remain safely with their parents when reasonable, and help children in foster care and adoptive placements achieve permanency (Federal Systemic Factor-Service Array).

Service Array

Data will be available in the near future.

CHAPTER 7: COORDINATION/ COLLABORATION/ COMMUNICATION

**OUTCOME STATEMENT: THE CHILD WELFARE SYSTEM
WILL BE STRENGTHEND THROUGH THE
COLLABORATIVE EFFORTS OF MANY**

Goal Statement: When implanting the provisions of the CFSP, DCFS will engage and have ongoing consultation with tribal representatives, consumers, service providers, foster Care, providers, the juvenile court, and other public and private child- and family-serving agencies and includes the major concerns of these representatives in the goals and objectives of the CFSP (Federal Systemic Factor-Agency Responsiveness to the Community).

Coordination/Collaboration/Communication
Data will be available in the near future.

CHAPTER 8: FINANCING

OUTCOME STATEMENT: MAXIMIZE FEDERAL TITLE IV-E FUNDING FOR FEDERALLY ALLOWABLE SERVICES FOR IV-E ELIGIBLE YOUTH.

Goal Statement: Prospectively address unresolved Title IV-E claiming concerns previously identified through audit findings and department deferral or disallowance Correspondence.

Financing

Data will be available in the near future.

CHAPTER 9: INDIAN CHILD WELFARE

OUTCOME STATEMENT: NATIVE AMERICAN CHILDREN ARE SUPPORTED THROUGH A SUBSTANTIAL ON-GOING AND MEANINGFUL COLLABORATION BETWEEN THE TRIBES AND DCFS

Goal Statement: DCFS will actively provide the Tribes with technical and analytical case management support to ensure the Tribes have information and training necessary to ensure their casement management activities are timely and effective.

***See Tribal CQI Document for Outcome Measures**

CHAPTER 10: ORGANIZATIONAL EXCELLENCE

OUTCOME STATEMENT: DCFS IS A SELF-DIAGNOSING AND SELF-CORRECTING SYSTEM

Goal Statement: Quantitative and qualitative data measures will be used to evaluate and improve performance, guide decision-making, enhance transparency and strengthen accountability

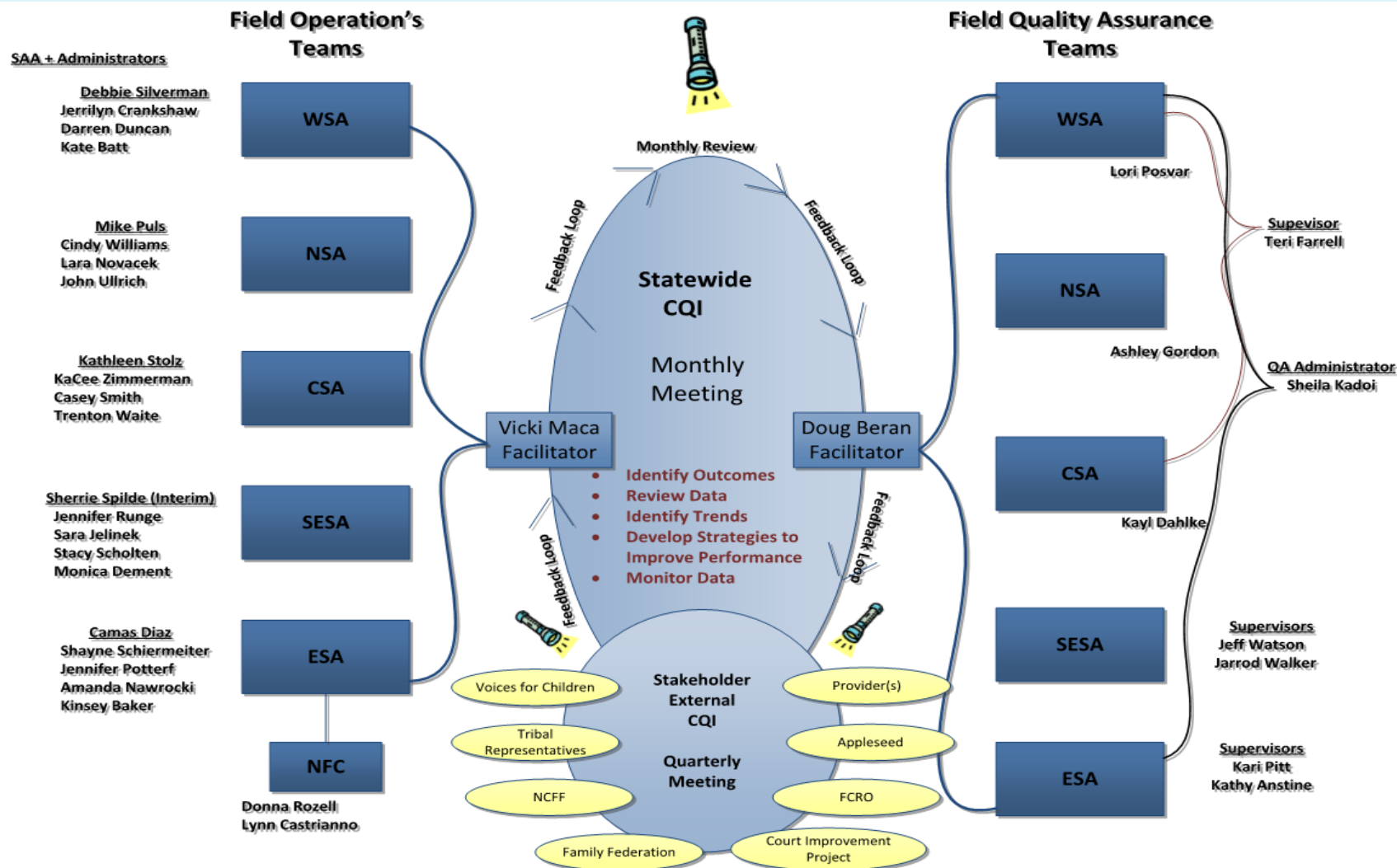
Schedule of Discussion Subjects 2014

- January 23 – ½ day CQI then Stakeholder CQI
 - Process Measures
 - Federal Results (COMPASS)
 - Intake / SDM Fidelity
 - Dictation Update
 - Barriers to Permanency
 - Quality Case-management discussion
- February 27
 - Process Measures
 - Intake / SDM Fidelity
 - Caseload/Turnover/Vacancy
 - Operations Data
 - Non-Court Data Discussion
 - Quality Case-management discussion
- March 27
 - Process Measures
 - Intake / SDM Fidelity
 - Quality Case-management discussion
 - ESA Local CQI Update
 - SESA SDM Process Improvements
- April 24 - ½ day CQI then Stakeholder CQI
 - Process Measures
 - Intake / SDM Fidelity
 - Federal Results (COMPASS)
 - Quality Case-management discussion
- May 29
 - Process Measures
 - Intake / SDM Fidelity
 - Turnover/Vacancy
 - Caseload/Turnover/Vacancy
 - Quality Case-management discussion
 - WSA Local CQI Update
- June 26
 - Operations Plan
 - Process Measures
 - SDM Fidelity
 - New methods to assess Fidelity
 - Safety Assessment Analysis
 - Well-being
 - Out-of-State and Caseplan Analysis
 - Quality Case-management discussion
- July 24 - (Federal Partners in Attendance)
 - Process Measures
 - CFSR Items 1-23 results and 2017 path to progress
 - SDM Fidelity
 - Operations Data
 - Quality Case-management discussion
 - Federal Indicators
- August 28 ½ day CQI then Stakeholder CQI
 - Process Measures
 - SDM Fidelity
 - Caseload/Turnover/Vacancy
 - Quality Case-management discussion
- September 25
 - Process Measures
 - NSA CQI Discussion
 - Intake / SDM Fidelity
 - LB-1160 Survey results
 - Quality Case-management discussion
- October 23 - ½ day CQI then Stakeholder CQI
 - Process Measures
 - Operations Data
 - Intake / SDM Fidelity
 - Federal Results (COMPASS)
 - Quality Case-management discussion
 - CSA Local CQI Update
- November 20
 - Process Measures
 - Intake / SDM Fidelity
 - SESA CQI Discussion
 - SDM Fidelity
 - Quality Case-management discussion
- December
 - No Meeting this month

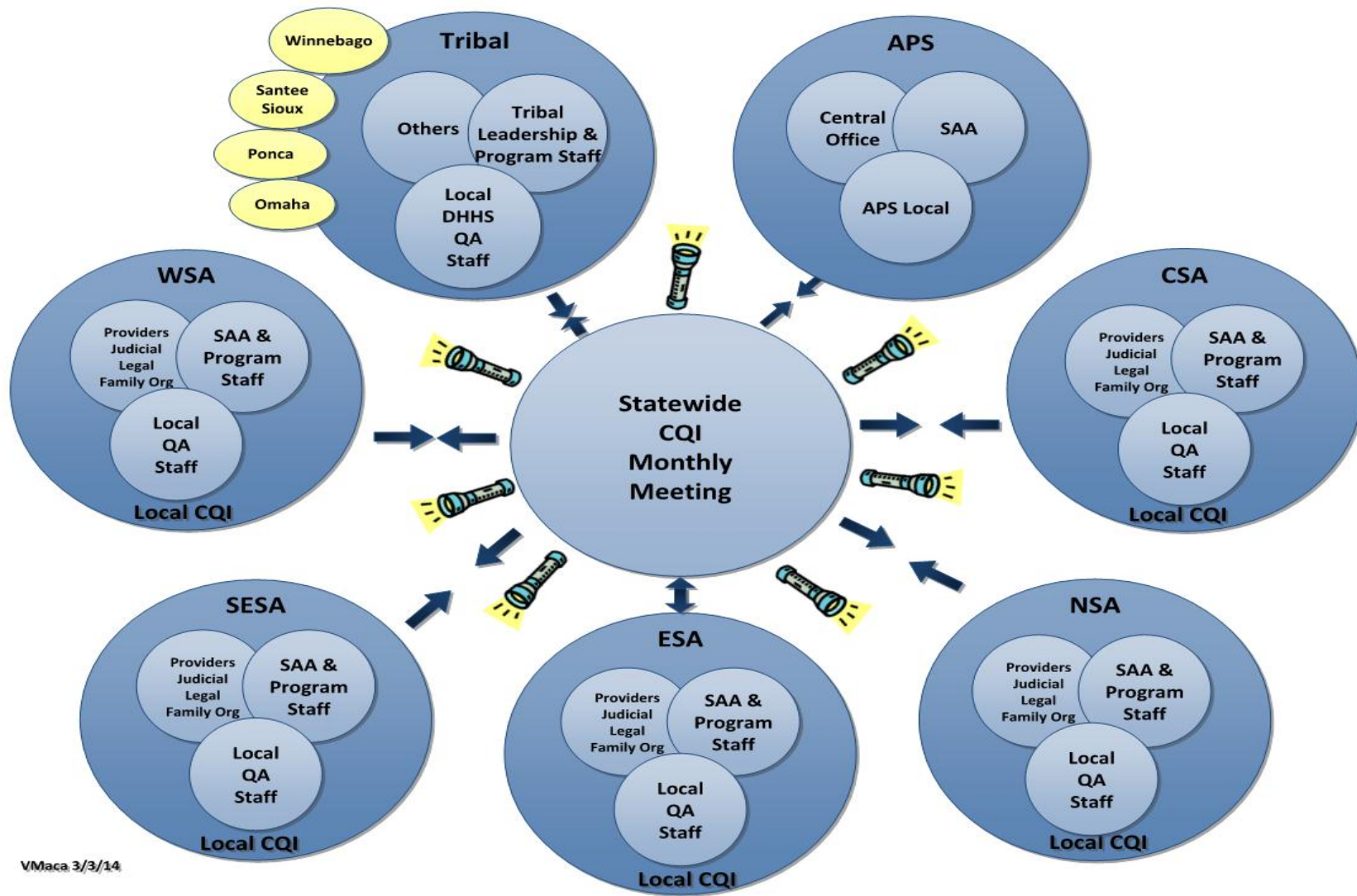
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- **CQI Structure**
 - Statewide Quality Assurance program with autonomous oversight and dedicated staff
 - Continual training of CQI staff is occurring and QA is collaboratively working with Policy, Training and Administrators to ensure QA's decisions are based upon common policy and to help policy with Administrator's situations
 - Written policies and procedures are being updated and produced where they don't exist
- **Quality Data Collection**
 - Common data collection and measuring process statewide
 - All QA staff are trained and utilize the same QA Tools
 - CFSR reviews are performed by the same staff and reported consistently
 - 2nd level reviews occur on all processes to ensure consistent QA and learning opportunities
- **Case Record Review Data and Process**
 - Quality unit is responsible for all case reviews
 - Case review system has been developed to randomly select cases statewide, provide the QA person with correct review questions and stores results in a non-editable location.
 - Case review system has been modified to allow for testing of specific CFSR questions by service area as needed and generate an email to the worker.
 - Inter-rater reliability testing is ongoing to ensure consistent scoring.
- **Analysis and Dissemination of Quality Data**
 - Statewide case review system has been developed to review all cases selected for review
 - Data is reported statewide and by service area
 - An extensive array of performance reports are created and distributed at monthly CQI meeting
- **Feedback to Stakeholders**
 - Results are used to inform training, policy, stakeholders, community partnerships and others as a means to identify and communicate improvement opportunities and areas of strength
 - Supervisors and field staff understand how results link to daily casework practices; results are used by supervisors and field leadership to assess and improve practice.
 - First stage of CQI communications is monthly Statewide CQI meeting. Second stage of CQI communications is local CQI meetings. At the local level 4-6 areas of improvement have been selected and structured teams created to analyze the results and identify improvement opportunities.

Statewide CQI Process



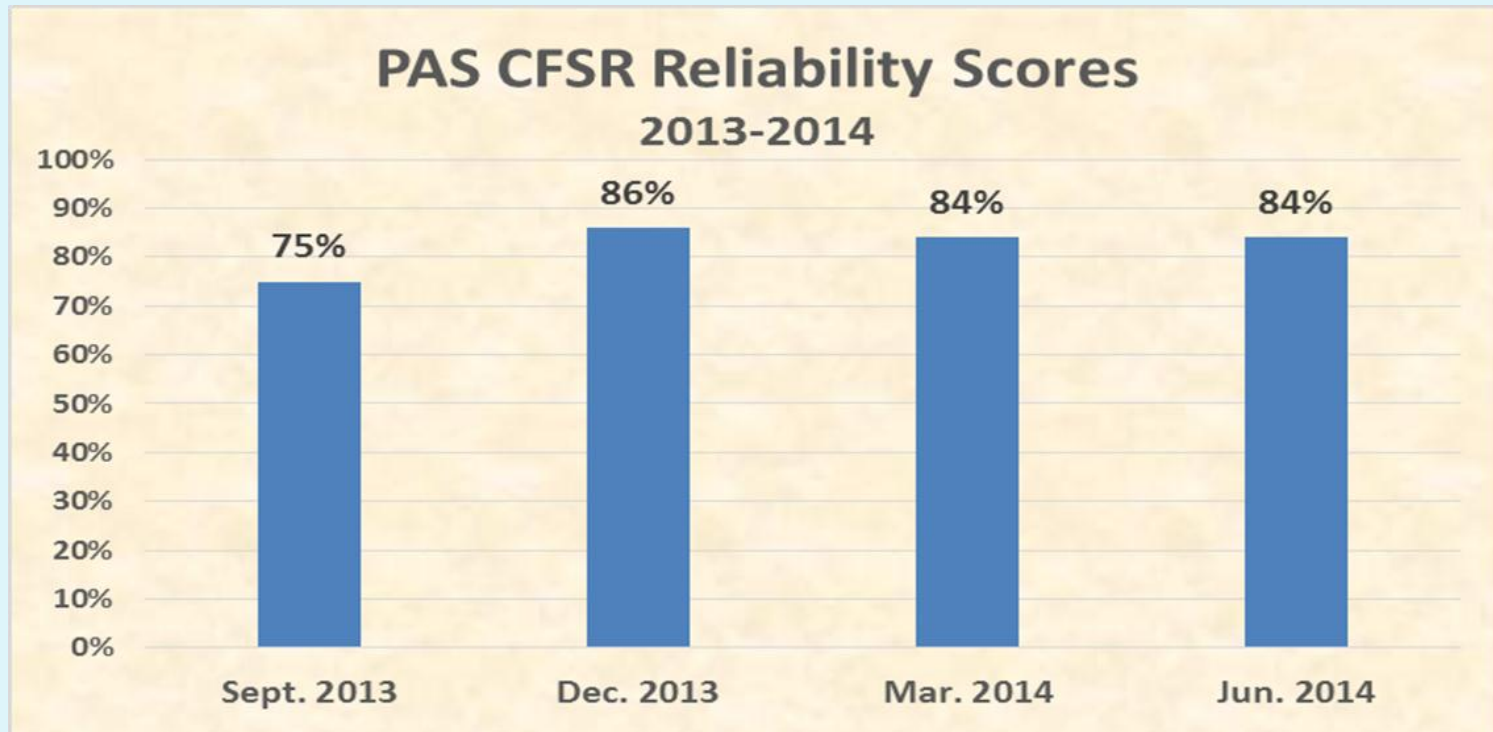
Local CQI Process



Inter Rater Reliability Program

CFSR Reviewers - Reliability Score

- The following is a chart that illustrates the last 4 CFSR team reliability scores for the Protection and Safety Program Accuracy Specialists.



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